CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

CECRIS

COUNTY EXPENSE CLAIM REPORTING INFORMATION SYSTEM

2/5/2018

CECRIS State User's Manual

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

CONTENTS

GENERAL INFORMATION

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SYSTEM OVERVIEW

The CECRIS application was developed using Dynamics 365 (online), the current version of the Customer Relationship Management (CRM) platform offered by Microsoft. This platform offers users the ability to integrate and connect data across their service activities.

You can access Dynamics CRM through a browser, with support for all recent versions of the major browsers. Dynamics CRM offers users a variety of options to interact with the system, for example: modules, dialogs, views, dashboards, and business process flows.

This section describes some of the CRM specific components of CECRIS.

MODULES

Modules are a grouping of functionalities that serve a specific business area. They are displayed as tiles on the Site Map. The standard modules provided by Microsoft include Sales, Service, and Marketing. For CECRIS we have created a PRF module. This module deals solely with Program Request Form (PRF) functions, and is shown in Figure 1 with a red arrow. (*Note: Screenshots used in this document were captured during development of the project, and thus may differ slightly from the latest version of CECRIS. Options that appear in menus may also differ based on user role.*)

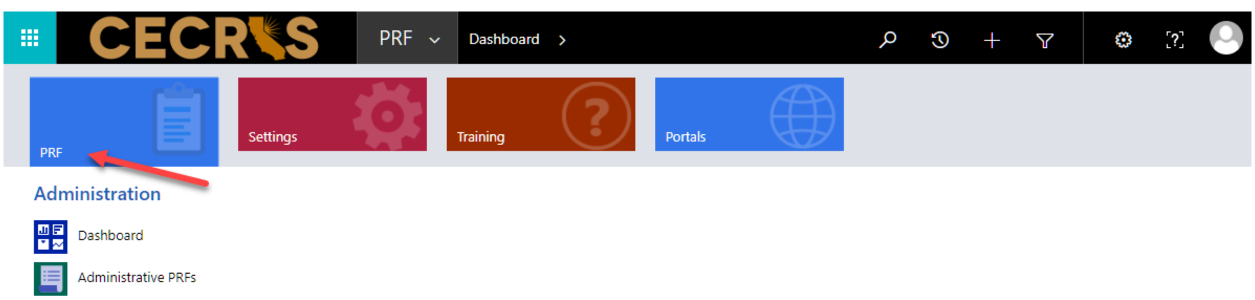


Figure 1. The PRF Module

DIALOGS

Dialogs are used to guide a user through a process to be followed when performing a set of actions. For CECRIS PRF, you will encounter dialogs for approving sections, assigning ownership, sending a PRF back to a previous section, and more. The “Assign PRF” dialog shown in Figure 2 for example, allows a user with appropriate permissions to assign a PRF to the proper analyst for the active section.

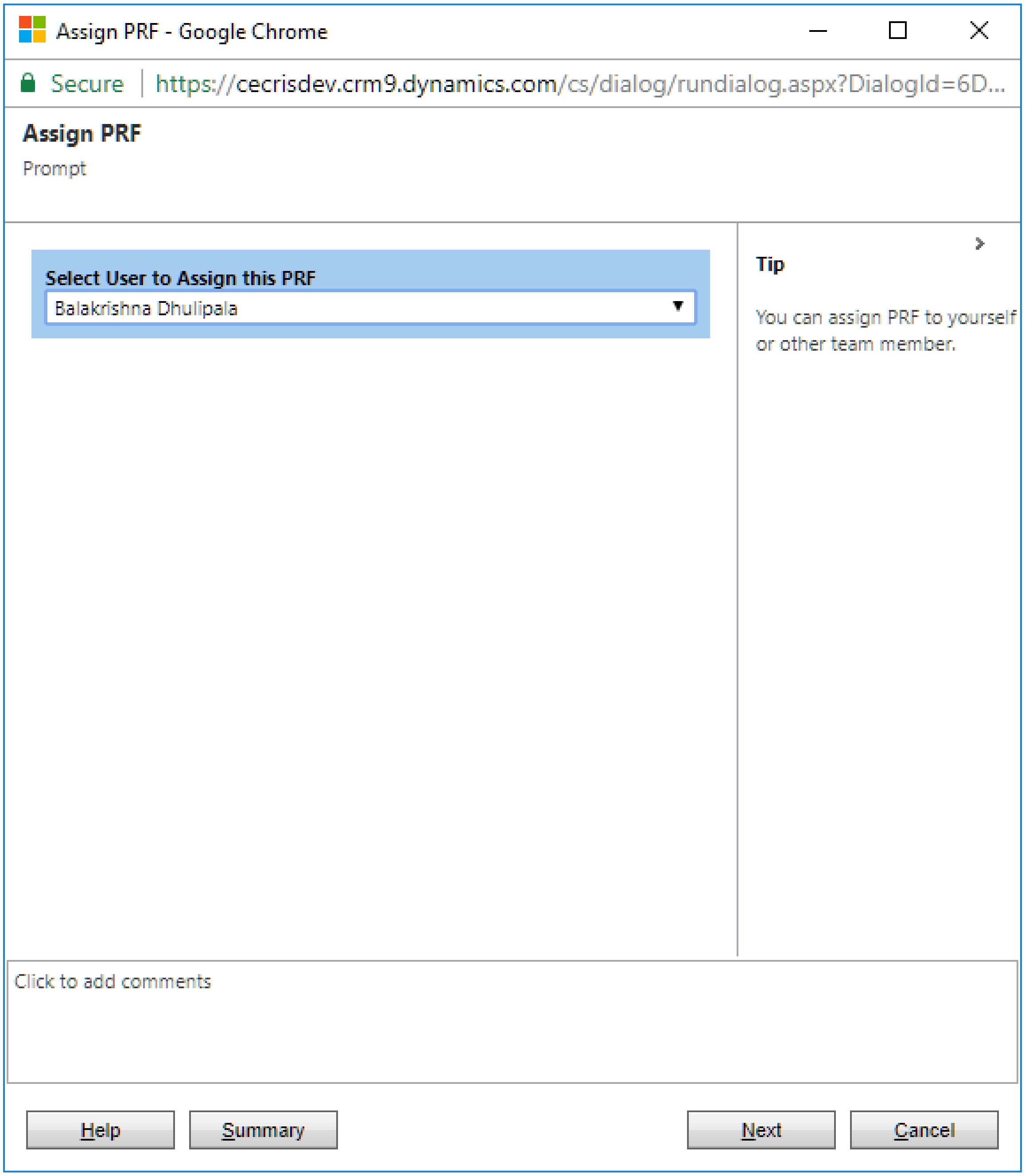


Figure 2. Assign PRF Dialog

VIEWS

A view is a saved query that presents a list of data. Besides defining the query, views also define what columns are displayed and how they are ordered. Views can be visualized in list form or a chart can be created for a view. Figure 3 below depicts the view "All Administrative PRFs" with the View Selector dropdown open and displaying other views to choose from.

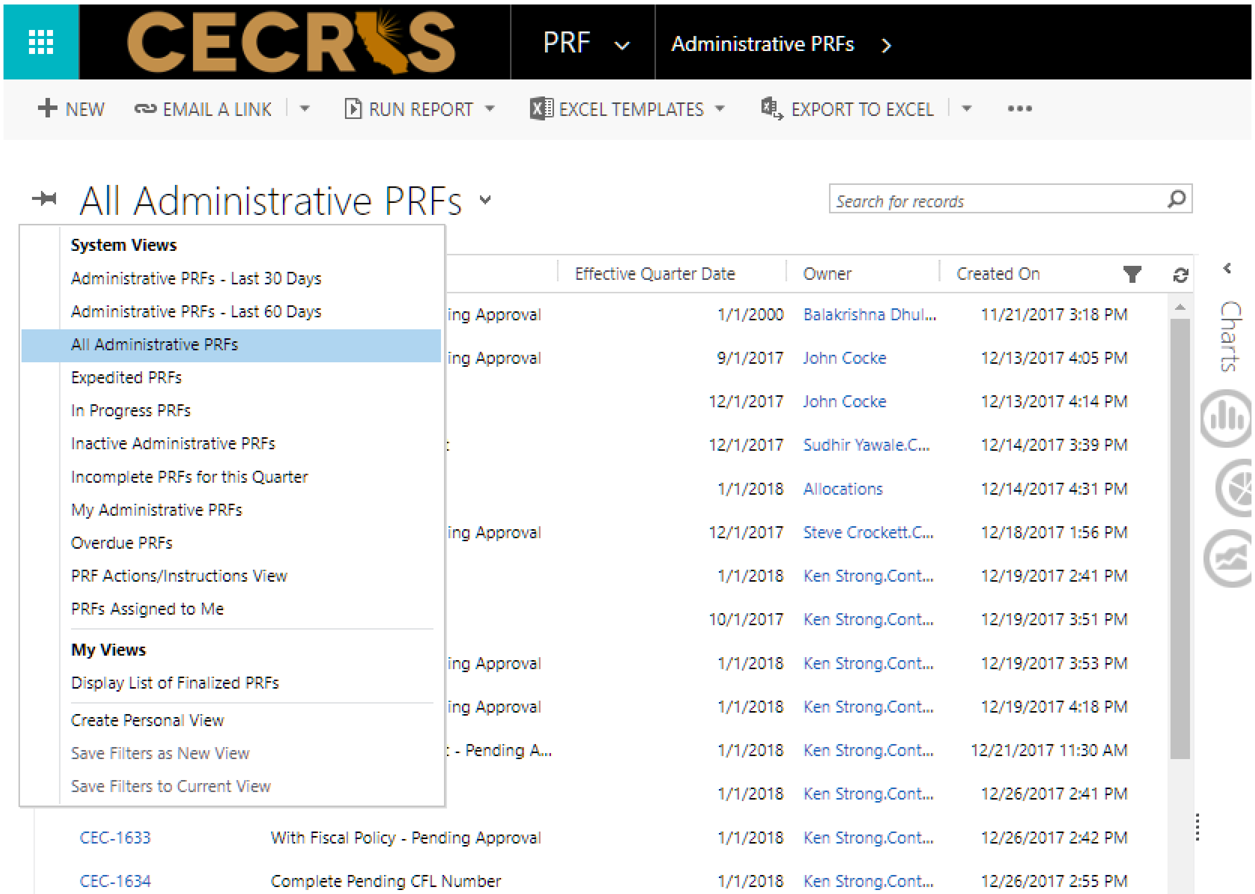


Figure 3. Administrative PRF Views

If you prefer that a different view displays by default, you can change the view via the View Selector and then click the "push pin" icon to the left of the view name. This will "pin" the chosen view and it will load for you by default from now on.

Personal views are owned by individuals and are visible only to that person or anyone else they choose to share them with. One method to create personal views is by saving a query that you define by using [Advanced Find](#).

Only a system administrator can create and edit system views, which will appear in the View Selector dropdown for all users.

The following system views are shown in Figure 3 for CECRIS Administrative PRFs:

- All Administrative PRFs
- PRFs Created in the Last 30 Days
- PRFs Created in the Last 60 Days
- Expedited PRFs
- In-Progress PRFs
- Inactive/Canceled PRFs
- Incomplete PRFs for This Quarter
- Overdue PRFs
- My Administrative PRFs (Created by Me)
- PRFs Assigned to Me

DASHBOARDS

Dashboards enable users to see charts and lists of data on a single page. There can be up to 7 of these components on a dashboard. The Administrative PRF dashboard shown in Figure 4 contains 2 charts and 5 lists. The lists that were included in this dashboard are:

- In Progress PRFs
- Expedited PRFs
- Overdue PRFs
- Administrative PRFs – Last 30 Days
- Administrative PRFs – Last 60 Days

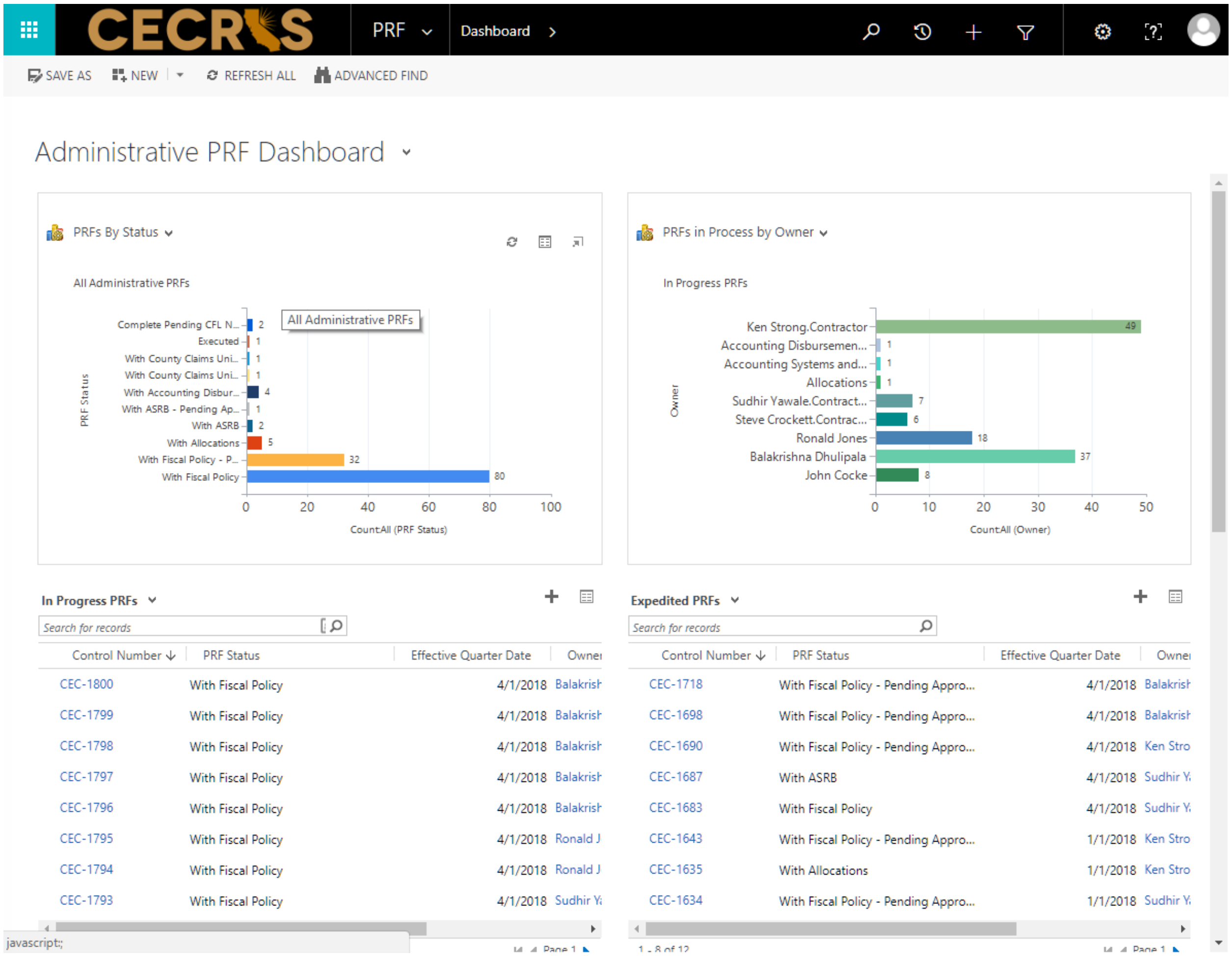


Figure 4. Administrative PRF Dashboard

When you hover your mouse over charts on a dashboard, three icons appear in the upper right corner. The first is a refresh icon that allows you to manually refresh the chart in case the underlying data has been updated. The second icon will show the list of records used by the chart. The third icon enables you to enlarge the chart so that it occupies the entire dashboard.

BUSINESS PROCESS FLOW

A Business Process Flow in CRM is a visual element that shows the progress of a process through a predetermined set of steps to completion. In CECRIS PRF, this visualization can be seen across the top of an active PRF and consists of stages for each section of the PRF. Progressing through stages requires that all fields marked as required are filled in, followed by manager and then bureau chief approval, before advancing to the next stage. The active stage is depicted with a flag, as shown in the screenshot in Figure 5.

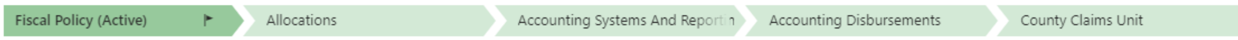


Figure 5. Administrative PRF Business Process Flow

ACRONYMS AND ABBREVIATIONS

ASRB – Accounting Systems and Reporting Bureau

CCU – County Claims Unit

CDSS – California Department of Social Services

CECRIS – County Expense Claim Reporting Information System

CFL – County Fiscal Letter

CRM System – Customer Relationship Management System

PRF – Program Request Form

URI – Uniform Resource Identifier

URL – Uniform Resource Locator

POINTS OF CONTACT

Our project website contains a list Frequently Asked Questions (FAQs) that may answer many questions: http://www.cdss.ca.gov/inforesources/CECRIS/FAQs

For more information about the CECRIS application, please contact: CECRISInfo@dss.ca.gov.

GETTING STARTED

GETTING STARTED

LOGGING ON

There are multiple ways to sign in and access CECRIS in Microsoft Dynamics. The two most common ways are discussed below.

SIGNING IN TO OFFICE 365

When you sign in to https://portal.office.com, you will be directed to the Office 365 Welcome page. The tiles that appear on the Welcome page depend on what licenses you have. If you have been given access to the CECRIS application in CRM, then a Microsoft Dynamics CRM license was assigned to you and you should see a tile for Dynamics 365 or CRM (depicted by the red rectangle in Figure 6). Click this tile to go to the Dynamics 365 Home page.

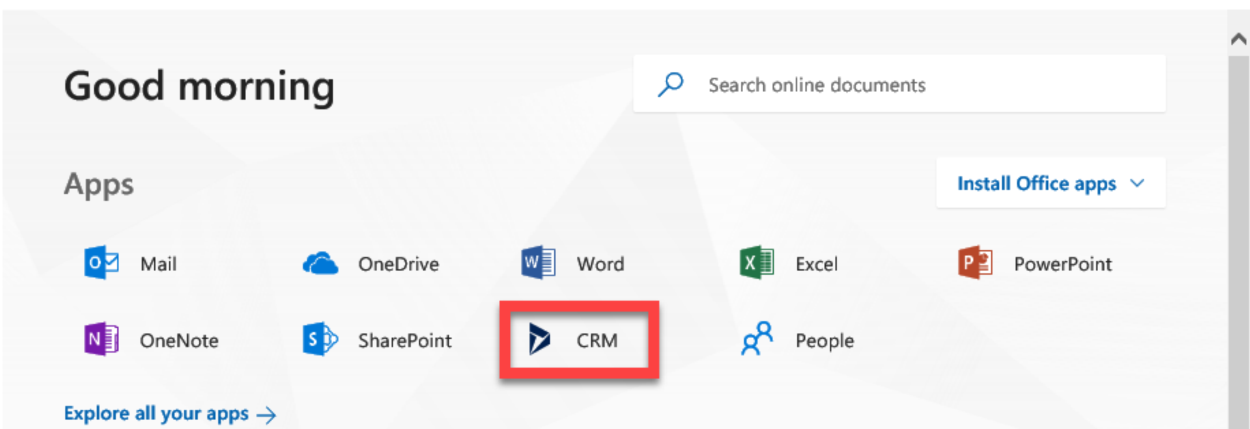


Figure 6. Accessing CRM from the Office Portal

Clicking on this tile will direct the user to the Dynamics 365 Welcome page, where a list of Dynamic 365 instances that the user has an account in are displayed. Select the CDSS CECRIS Production instance and then click “Open” to launch the application. Figure 7 displays a screenshot of the Welcome page.

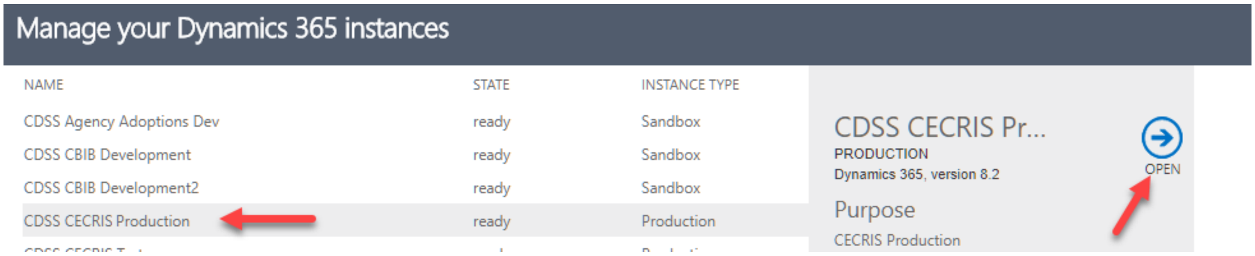


Figure 7. Dynamics 365 Welcome Page

DIRECT SIGN IN TO CECRIS IN DYNAMICS 365

To directly sign in to CECRIS in Dynamics CRM, use:

https://cecris.crm9.dynamics.com/main.aspx

Sign in with you user name (for example, firstname.lastname@dss.ca.gov) to be redirected to your organization's sign in page and enter your organizational account password (CDSS Active Directory).

Your default homepage in CECRIS should load. (See the section Setting a Default Home Page and Settings below on how to change your default homepage.)

SYSTEM MENU

THE SITE MAP

The Site Map displays the module tiles and options that are available in each area. In the screenshot in Figure 8 below, the PRF tile has been selected, showing the Administration options "Dashboard" and "Administrative PRFs". These options are quick links to the respective pages.

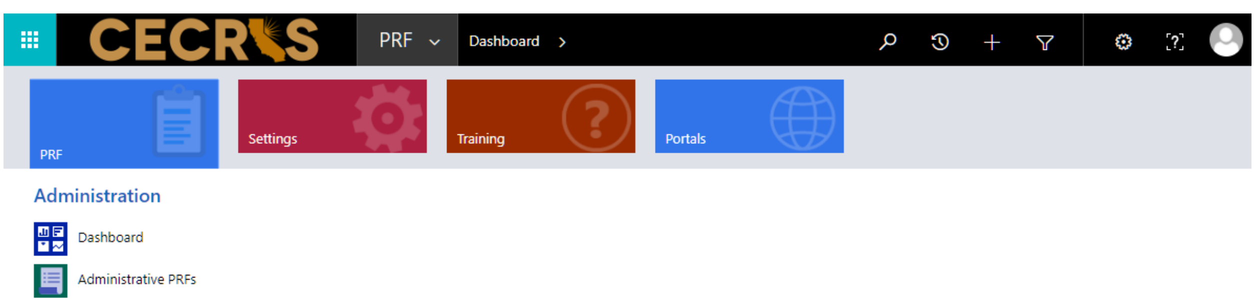


Figure 8. Site Map

THE RIBBON

Another user interface element is the Ribbon, shown in Figure 9 by the red rectangle just under the navigation masthead. The Ribbon will have different command options depending on where you are in the application, since it attempts to show only the commands that you need depending on the task that you are doing. The available commands will also be filtered base on your security role.

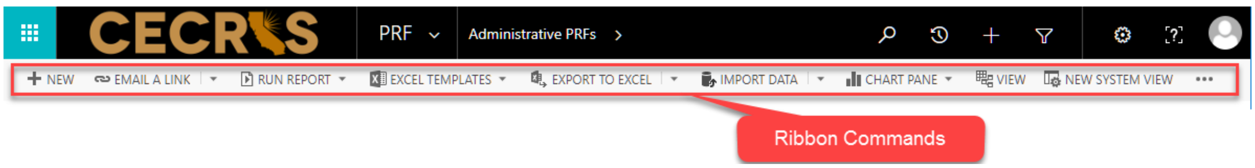


Figure 9. Administrative PRF Ribbon

SETTING A DEFAULT HOME PAGE AND SETTINGS

When you first log in to CECRIS in CRM, you are redirected to a default landing page. This can be changed via the Personal Options. To access your Personal Options, click the “cog” icon on the right side of the navigation masthead, and then click Options, as shown in Figure 10.

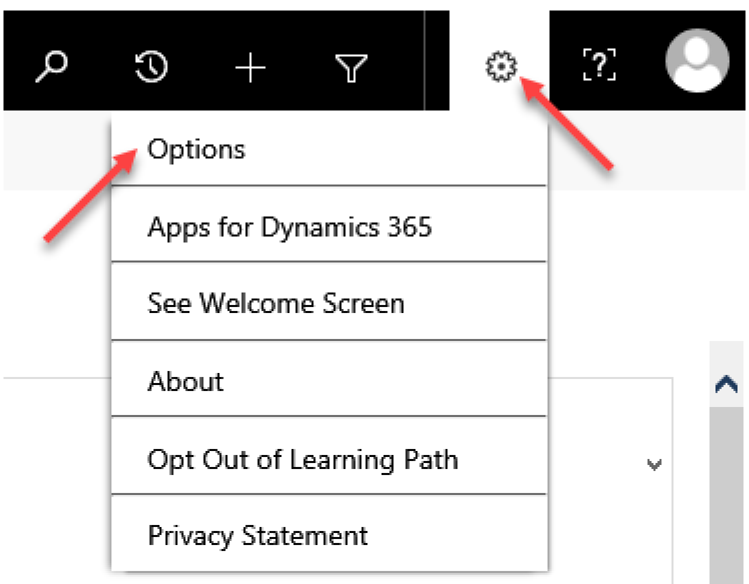


Figure 10. Accessing Personal Options

The “Set Personal Options” window displays, showing tabs for General, Synchronization, Activities, Formats, Email Templates, Email Signatures, Email, Privacy, and Languages settings.

On the General tab, the first two options at the top are to define your default home page. You can set the Default Pane to any of the tile areas that are displayed on the Site Map (shown as step 1 in Figure 11). The Default Tab (shown as step 2 in Figure 11) for that pane can be set to any of the quick link options that fall under that area. For example, if “PRF” is selected as the Default Pane, then the Default Tab options would be “Dashboard” and “Administrative PRFs”.

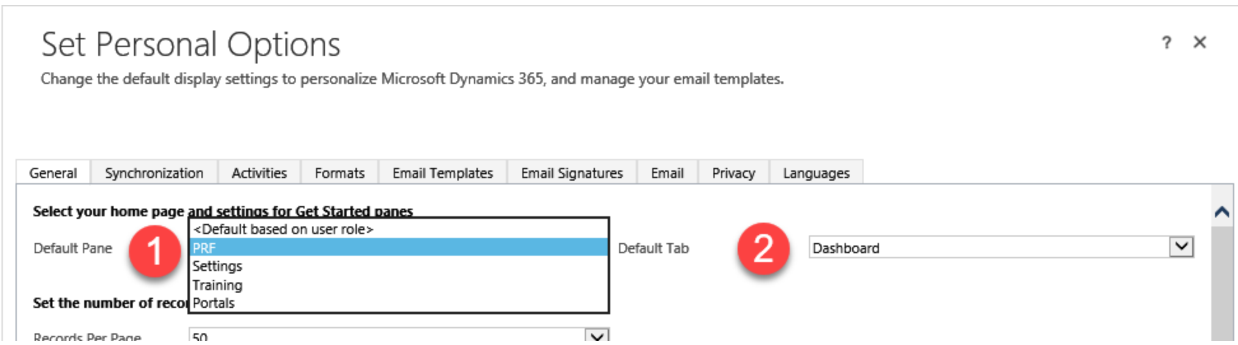


Figure 11. Set Default Home Page via Personal Options

USER ACCESS LEVELS

ADMINISTRATIVE PRF

When a new Administrative PRF user needs to be added to the system, they need to be given the appropriate security roles and team membership. For example, a new Administrative PRF Fiscal Policy analyst would need:

1. Fiscal Policy Team membership
    - From the Site Map, under the Settings module, choose “Security” and then “Users”.
    - Find and click on the specific user entry that needs PRF permissions.
    - On the user form that displays, review the “Teams” section (see the lower red arrow in Figure 12 below). If the Fiscal Policy team name is not already there, then click the plus (+) sign and add it to the list.

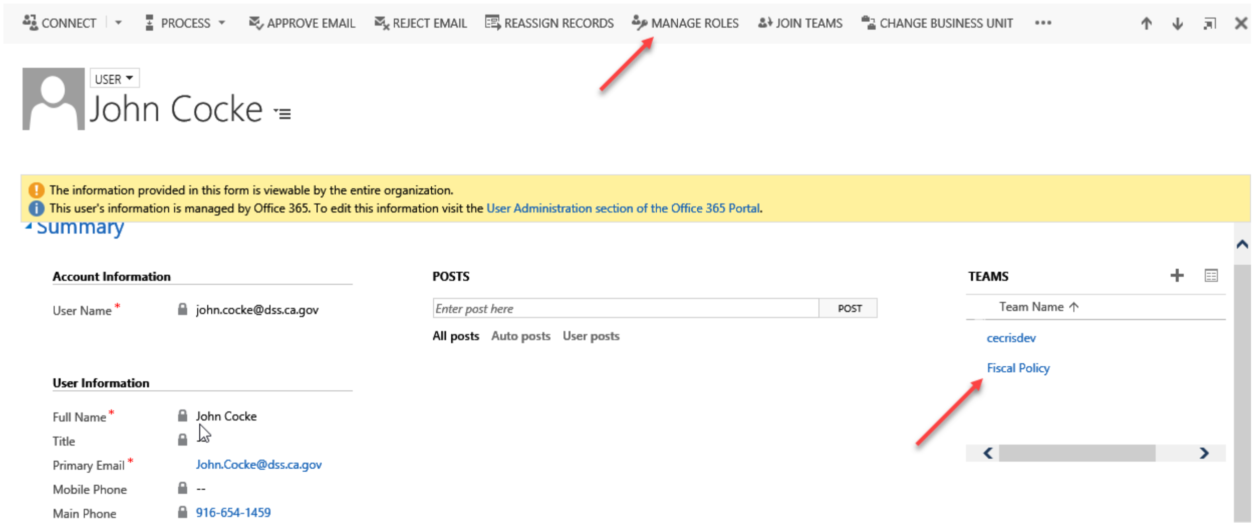


Figure 12. Adding a New Administrative PRF User

2. Fiscal Policy User Role
   - From the user form page, on the Ribbon, click "Manage Roles" (shown in Figure 12 by the upper red arrow).
   - In the dialog that displays (see Figure 13 below), check the box next to "Fiscal Policy".

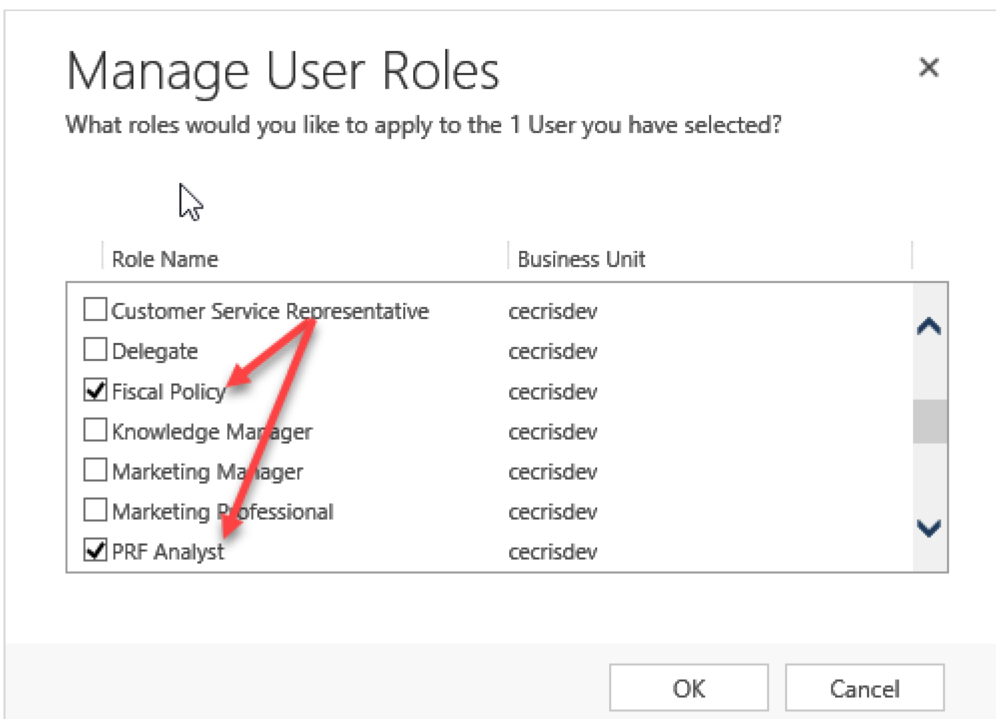


Figure 13. Manage User Roles

3. PRF Analyst User Role
    - If you've already closed the Manage User Roles window, reopen it by clicking "Manage Roles" again from Ribbon on the user form page.
    - In the dialog that displays, check the box next to "PRF Analyst" and click "OK".

Teams to choose from for the Administrative PRF include:

- Accounting Disbursements
- Accounting Systems and Reporting
- Allocations
- County Claims Unit
- Fiscal Policy

Roles that can be assigned include:

- Bureau Chief
- Manager
- Analyst
- PRF Admin

USING THE SYSTEM

ADMINISTRATIVE PRFS

PRF LIFECYCLE

In CECRIS users can create a Program Request Form (PRF) and manage the entire lifecycle of that PRF.

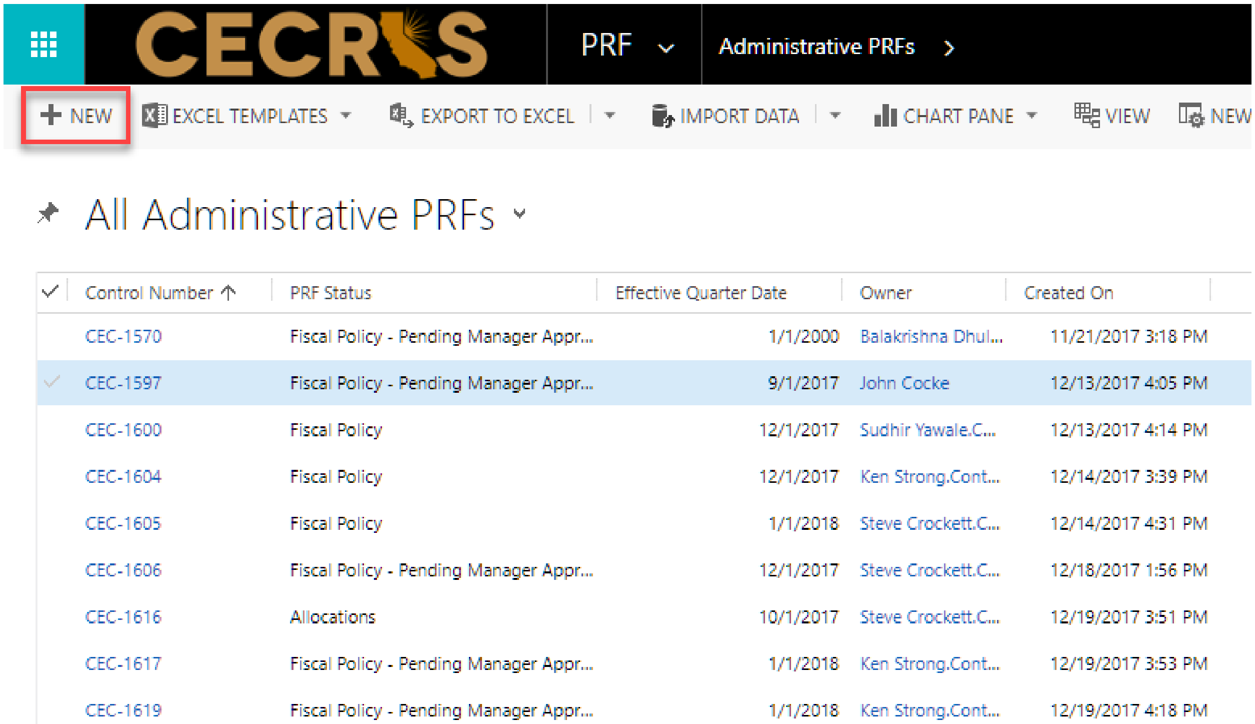
A PRF can be created only by Fiscal Policy users. In general, the lifecycle of a PRF is as follows. After the analyst of a unit fills in the relevant information, he/she submits the PRF for Manager approval and then Bureau Chief approval. Once approved, that PRF is passed on to the next unit to have the relevant information entered and obtain the necessary approvals. This continues until the PRF is finalized. Below is the order a PRF passes through the different units.

1. Fiscal Policy (Unit under Fiscal Policy and Analysis Bureau)
2. Allocations (Unit under Fiscal Policy and Analysis Bureau)
3. Accounting Systems and Reporting Bureau
4. Accounting Disbursement Bureau
5. County Claims Unit

The sections below will provide guidance on how to perform different actions on a PRF (e.g. Create, Submit for Approval, Assign/Reassign etc.).

INITIATE A NEW PRF

Only a Fiscal Policy user can initiate a PRF. To create a new PRF, click “+New” button as shown below.



Control Number	PRF Status	Effective Quarter Date	Owner	Created On
CEC-1570	Fiscal Policy - Pending Manager Appr...	1/1/2000	Balakrishna Dhul...	11/21/2017 3:18 PM
CEC-1597	Fiscal Policy - Pending Manager Appr...	9/1/2017	John Cocke	12/13/2017 4:05 PM
CEC-1600	Fiscal Policy	12/1/2017	Sudhir Yawale.C...	12/13/2017 4:14 PM
CEC-1604	Fiscal Policy	12/1/2017	Ken Strong.Cont...	12/14/2017 3:39 PM
CEC-1605	Fiscal Policy	1/1/2018	Steve Crockett.C...	12/14/2017 4:31 PM
CEC-1606	Fiscal Policy - Pending Manager Appr...	12/1/2017	Steve Crockett.C...	12/18/2017 1:56 PM
CEC-1616	Allocations	10/1/2017	Steve Crockett.C...	12/19/2017 3:51 PM
CEC-1617	Fiscal Policy - Pending Manager Appr...	1/1/2018	Ken Strong.Cont...	12/19/2017 3:53 PM
CEC-1619	Fiscal Policy - Pending Manager Appr...	1/1/2018	Ken Strong.Cont...	12/19/2017 4:18 PM

Figure 14. Create New PRF

The system will show a form where the user can start entering data for the PRF (shown in Figure 15 below). Once the user provides the required field values and clicks the “Save” button on the bottom right corner, the system will auto generate a control number for PRF.

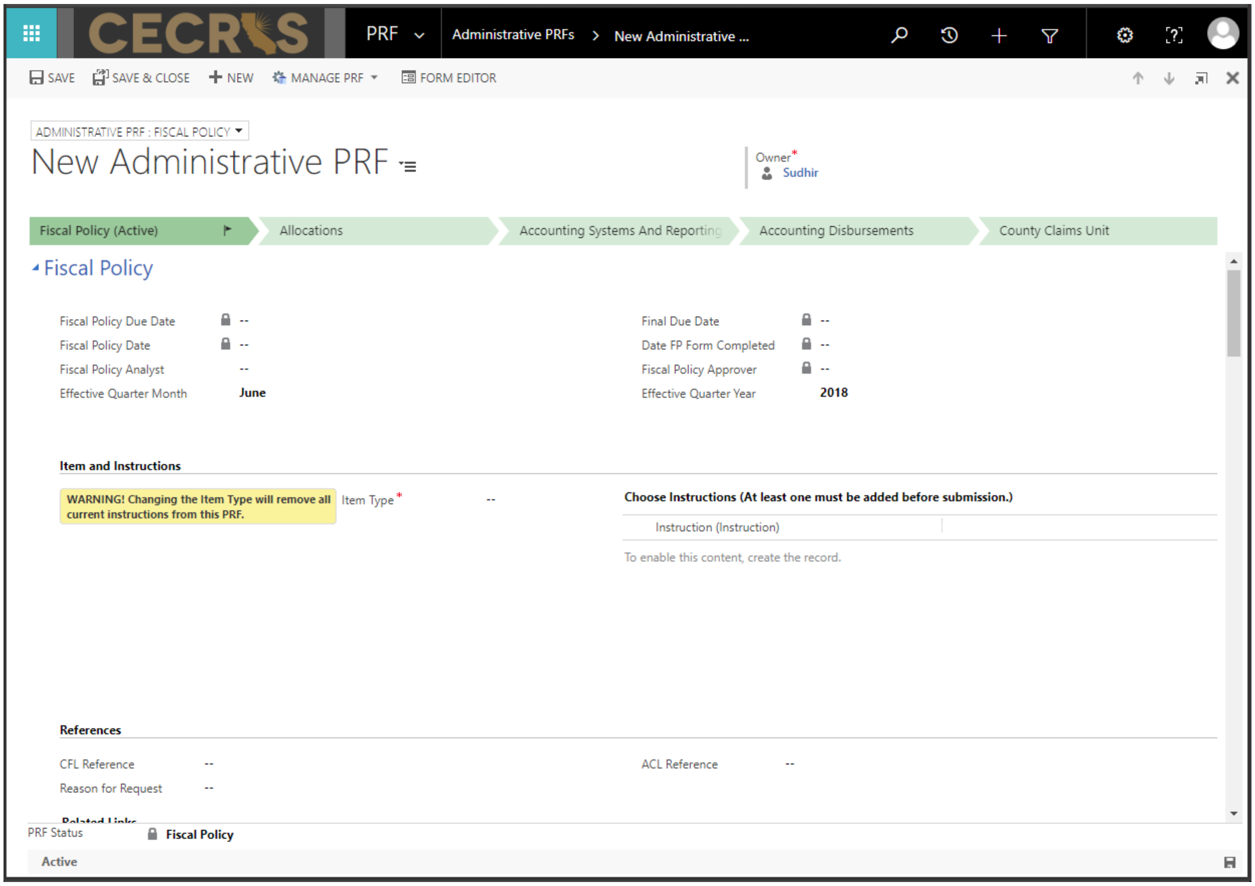


Figure 15. Newly created PRF without Control Number

After creating a new PRF and prior to an explicit save by the user (by clicking on the bottom right corner “Save” button), when the user selects the “Item Type”, the system will save the PRF automatically and auto generate a control number.

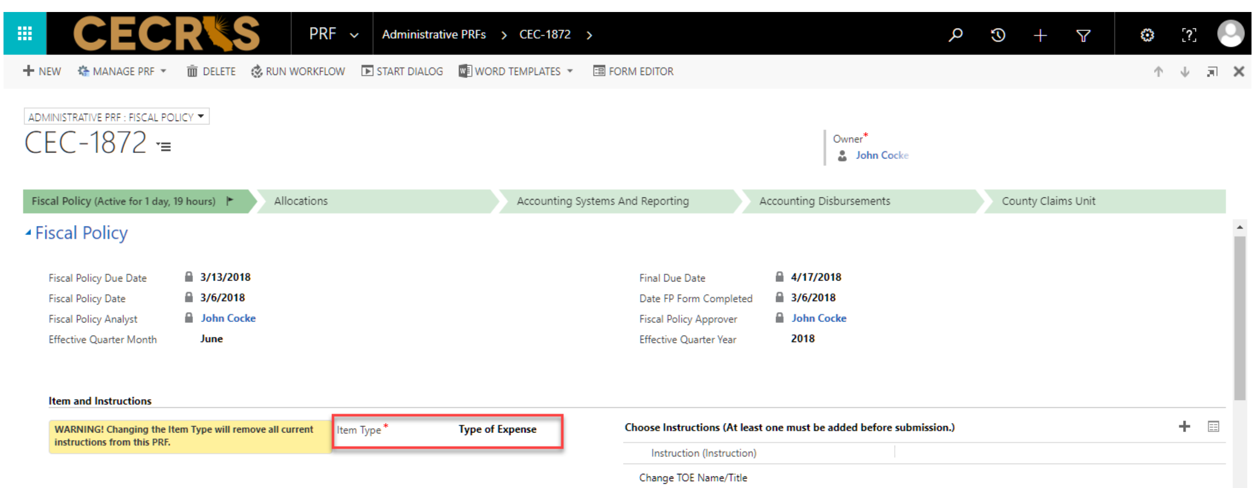


Figure 16. Newly created PRF with Control Number

MANAGING AN ACTIVE PRF

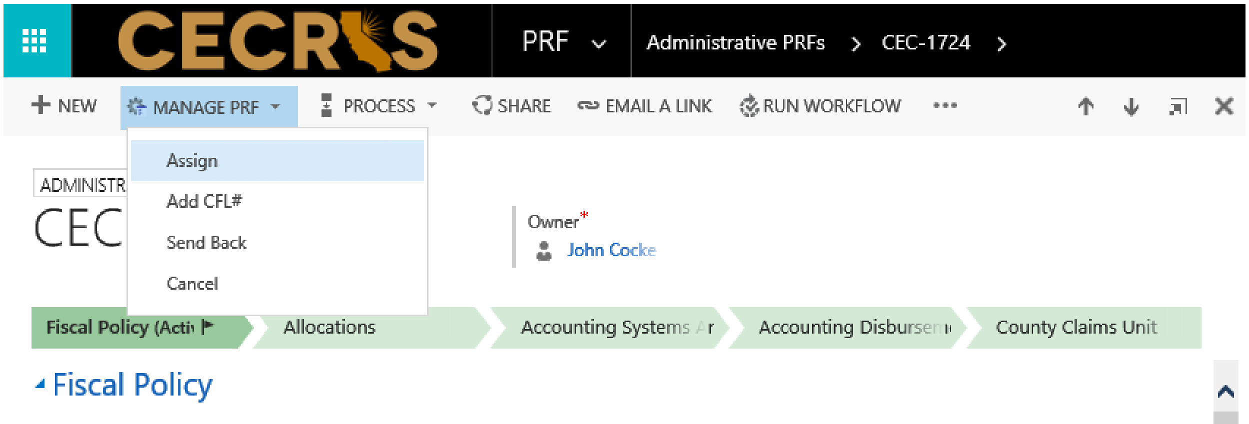


Figure 17. Manage PRF Ribbon Commands

The ribbon of an active PRF contains a dropdown for managing that PRF (see Figure 17 above). Options available are:

- Assign
- Add CFL #
- Send Back
- Cancel

Choosing any of these options will launch a dialog window to allow the user to perform that action. These actions are covered in more detail below.

SUBMIT FOR MANAGER APPROVAL

As mentioned in the PRF Lifecycle section above, after the analyst of a unit fills in required field and other relevant information, he or she submits to a Manager for approval.

This is accomplished via the “Submission” section at the bottom of the PRF by clicking on the “Submit for Manager Approval” button shown in Figure 18.

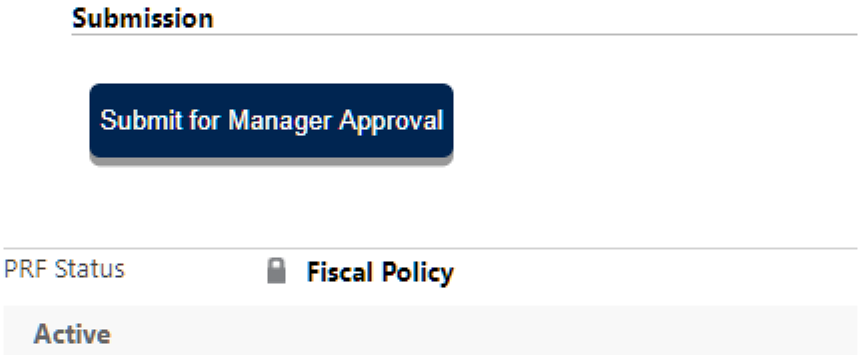


Figure 18. Submit for Manager Approval Button

Clicking the “Submit for Manager Approval” button will launch the “Submit PRF for Approval” dialog shown in the Figure below. Here the analyst can select the approving manager and then click “Next”. On the second page of the dialog, the user clicks “Finish” to complete the approval submission dialog. The approving manager will receive an email from the system with a link to the PRF that needs to be reviewed and approved.

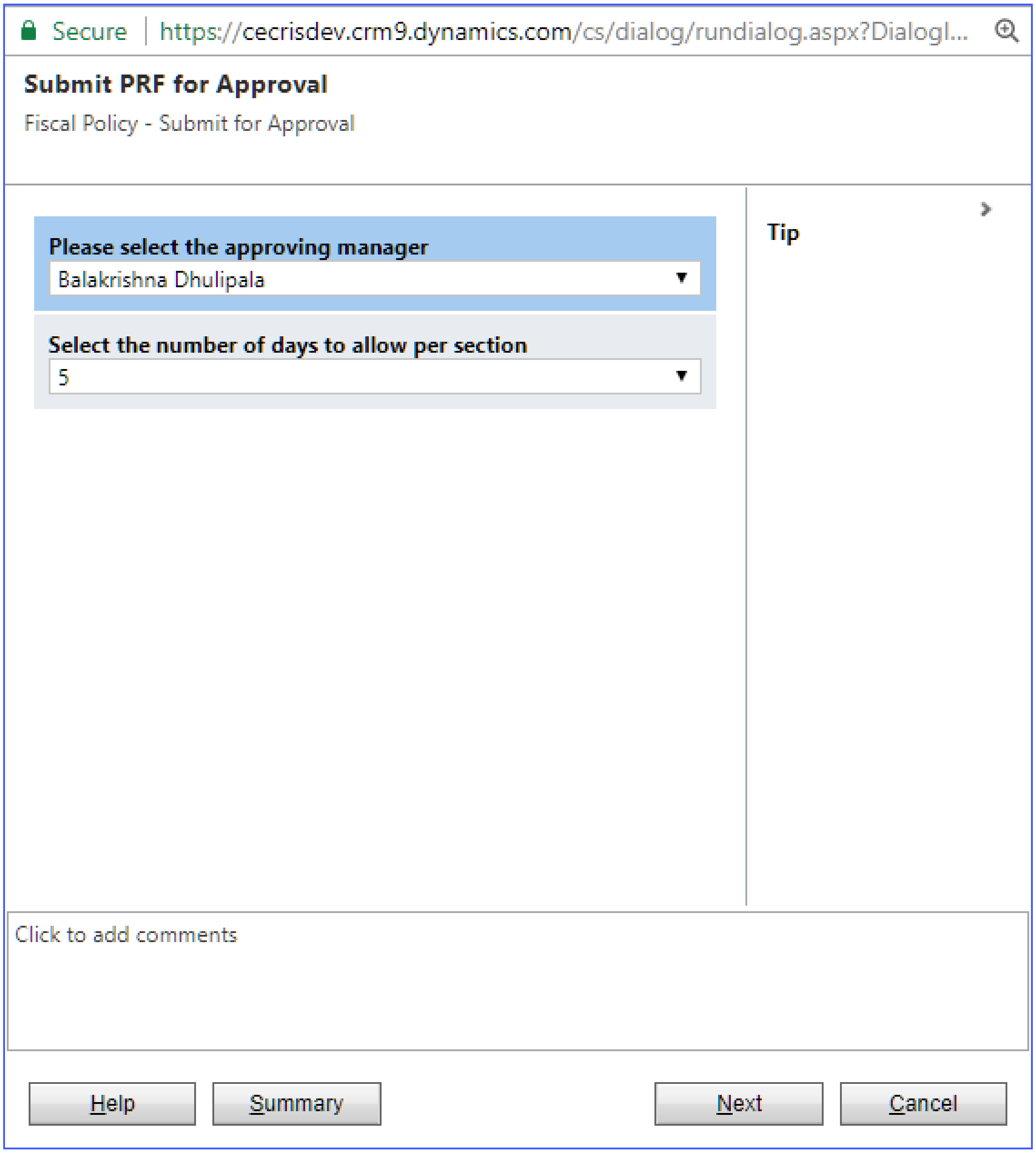


Figure 19. Submit PRF for Approval Dialog

MANAGER APPROVAL

After the manager receives the notification to conduct their review and provide approval, they can click on the link in that email to the PRF. Once the PRF displays in the browser, the approval process is different depending on whether the section is Fiscal Policy or not.

MANAGER APPROVAL - FISCAL POLICY SECTION

For the Fiscal Policy section, after reviewing the PRF information, the manager needs to click on the active stage in order to see the “Approve” link. In Figure 20 below, the active stage is Fiscal Policy, shown by the arrow on the left. The Approve link is shown by the arrow on the right of the screenshot.

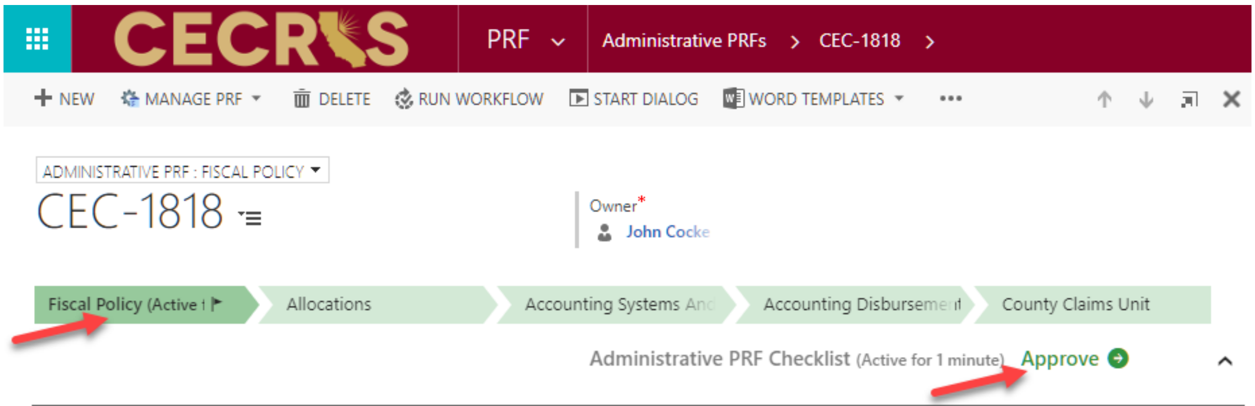


Figure 20. Manager Approval

After the manager clicks the “Approve” link, the PRF will be routed to the Allocations analyst.

MANAGER APPROVAL – NON FISCAL POLICY SECTIONS

For any section other than Fiscal Policy, after conducting the review, the manager clicks the “Submit for Bureau Chief Approval” button in the “Submission” section at the bottom of the page as shown in Figure 21.

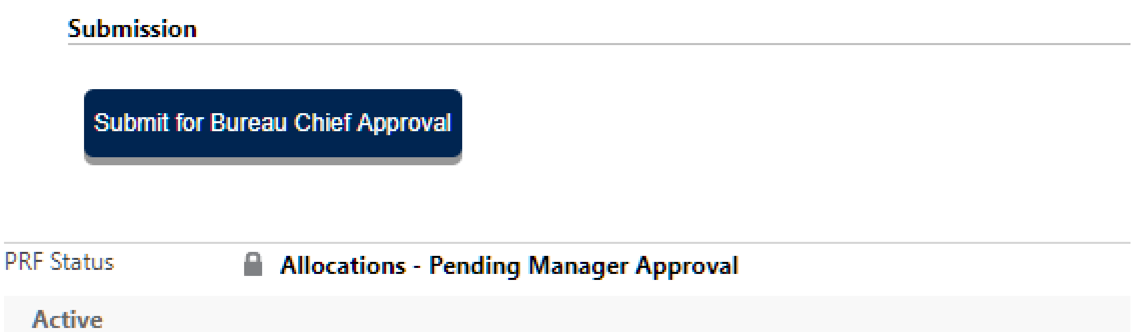


Figure 21. Submit for Bureau Chief Approval Button

Clicking this button serves the dual purpose of designating that the manager approves the PRF, and also launches the dialog to select the Bureau Chief to review and approve. After the manager clicks this button, the PRF will route to the Bureau Chief of that section for review and approval.

BUREAU CHIEF APPROVAL

The Bureau Chief of a section will receive a notification to approve. He or she will click on the link to the PRF in the notification and the browser will open to display the PRF. The Bureau Chief will then click on the active stage of the Business Process Flow (shown as “Allocations” in the screenshot below), which reveals the “Approve” link on the right. After reviewing the information in the PRF section, the Bureau Chief then clicks the “Approve” link to route the PRF to the next section.

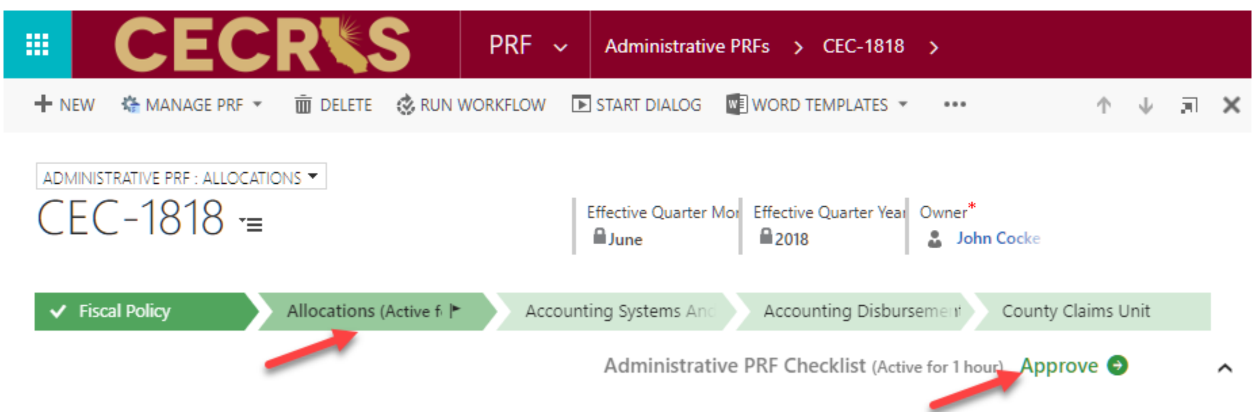


Figure 22. Bureau Chief Approval

If the PRF is at the “County Claims Unit” section, then the approval by the Bureau Chief constitutes the final approval and the PRF status becomes either “Finalized” or “Complete Pending CFL Number”, depending on if the CFL numbers has been entered already (for more information see Add CFL Number below).

ASSIGN/REASSIGN

In the system, only an owner of the PRF can make edits to that PRF. When a Fiscal Policy user creates a PRF, that user automatically becomes owner of the PRF.

At any point of time before the PRF is finalized, any user (Analyst or Manager) from that unit can assign the PRF to themselves or another user within the same unit.

Steps to assign/reassign PRF:

1. Select the “Manage PRF” menu and then the “Assign” option as shown below.

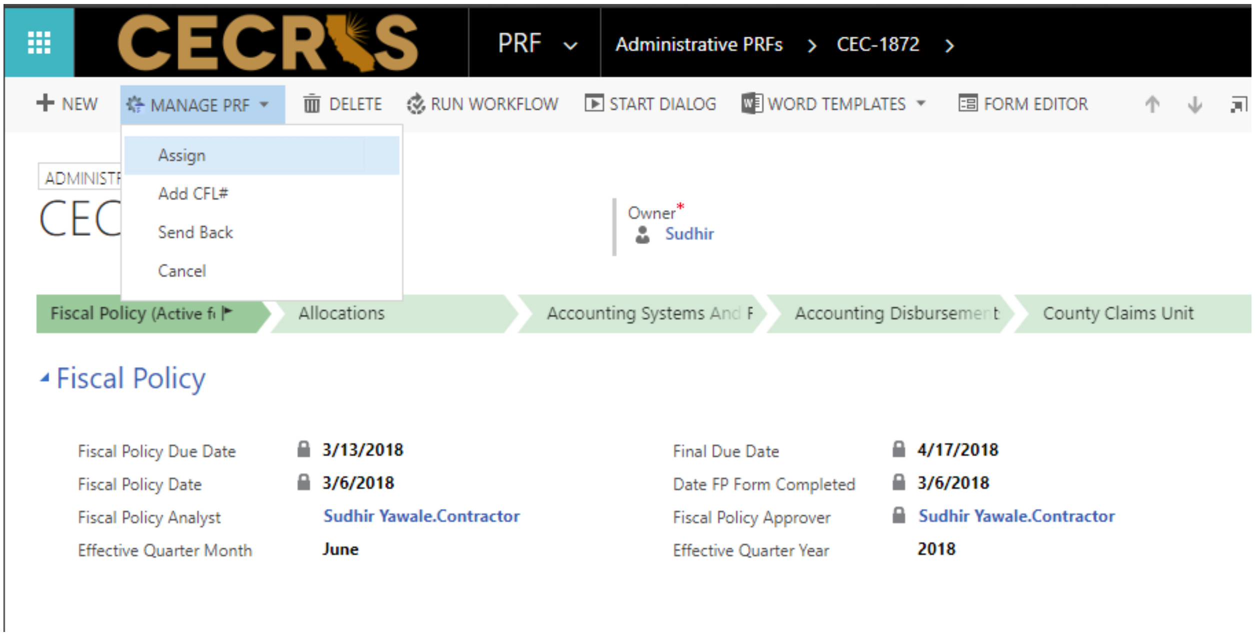


Figure 23. Select Manage PRF Menu – Assign

If the user performing this action does not belong to the current PRF unit, then the system will show an error message as depicted in Figure 24 below.

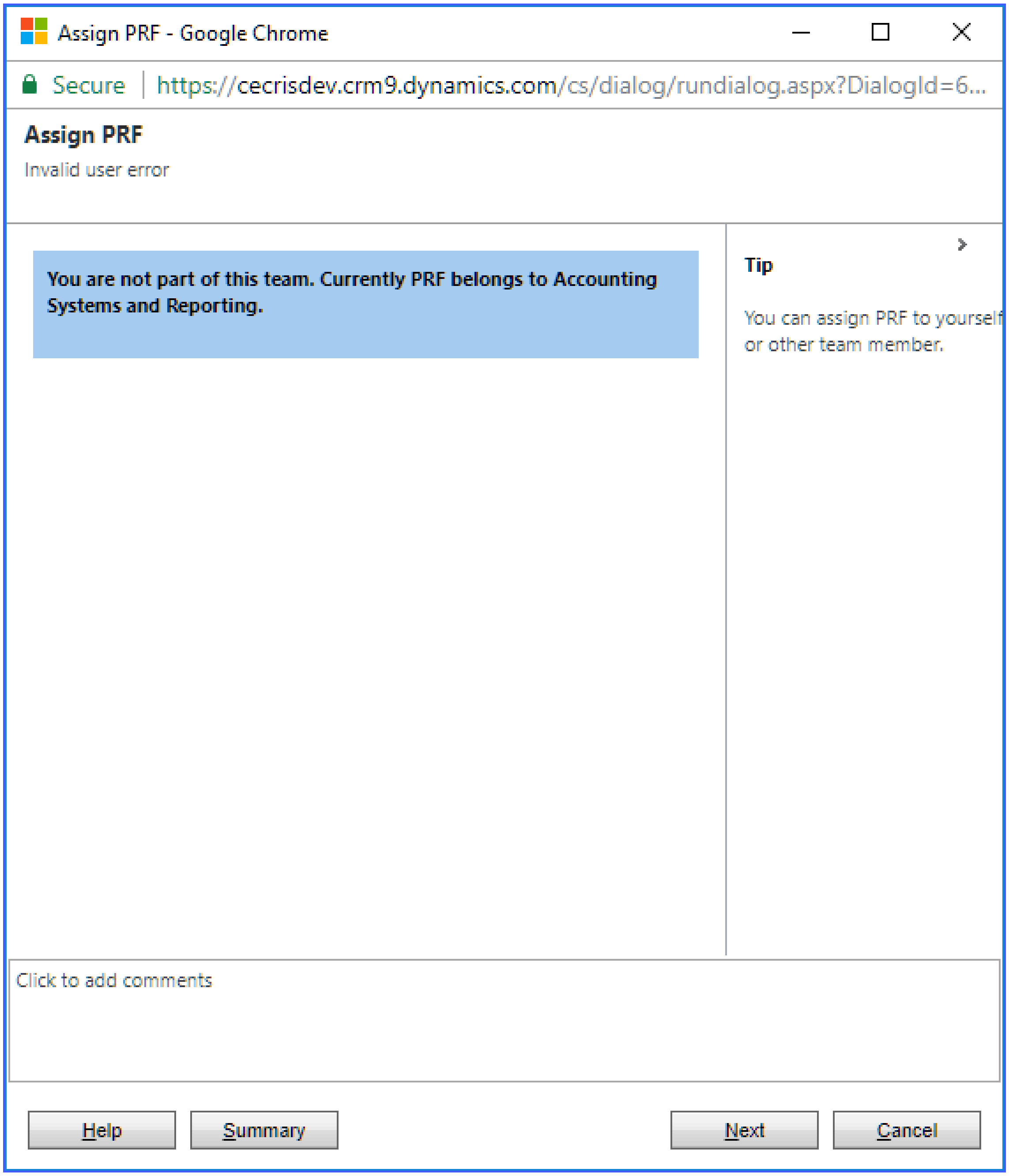


Figure 24. Assign PRF Invalid User Error Dialog

2. The “Assign PRF” dialog will appear as shown below. In the dropdown list “Select User to Assign this PRF” the system will list only users from the unit where PRF is currently. Select a user and click the “Next” button.

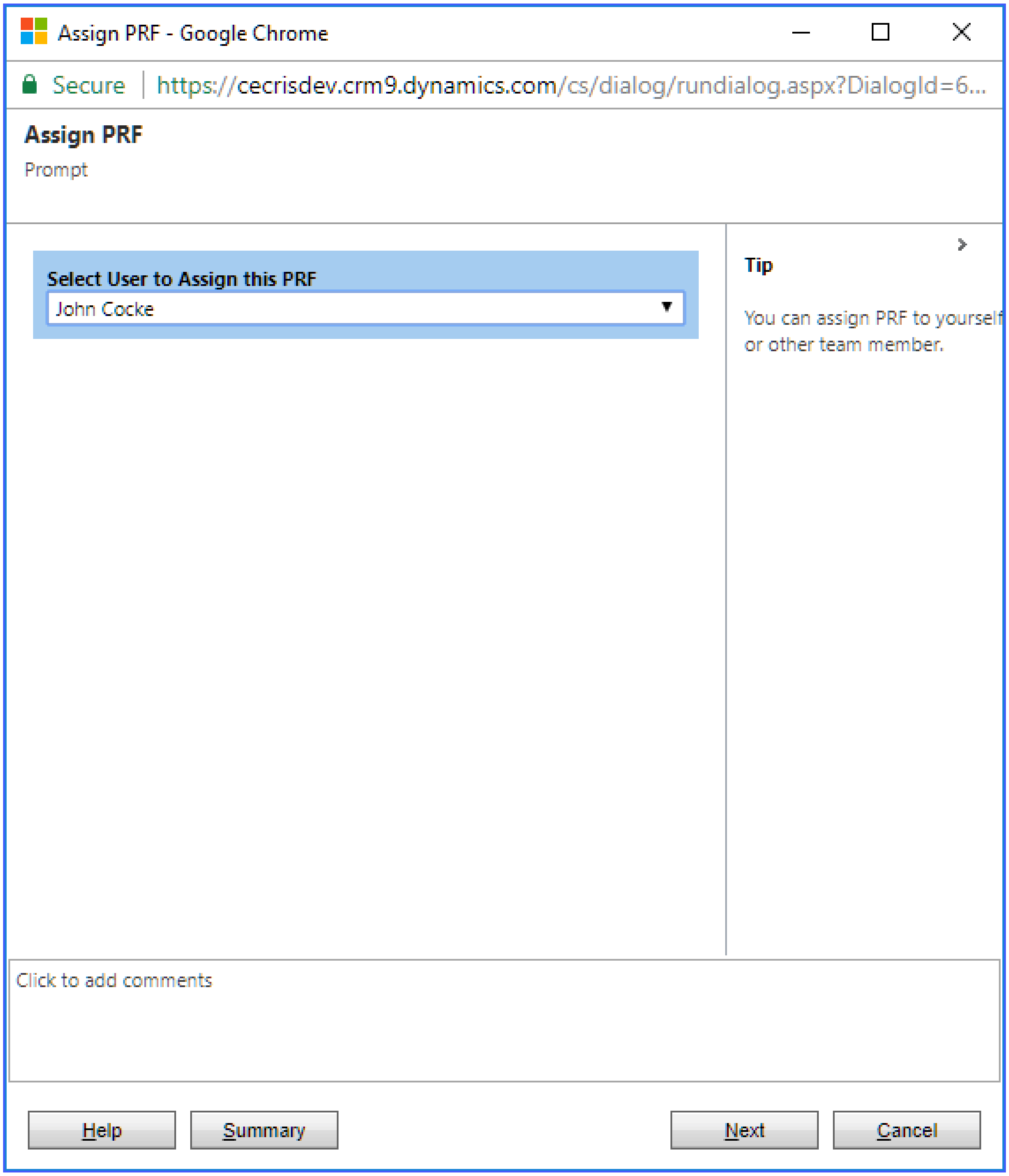


Figure 25. Assign PRF Dialog

3. Once assigned successfully the system will show the Finish page of the dialog (see Figure 26 below). Click the "Finish" button to close the dialog.

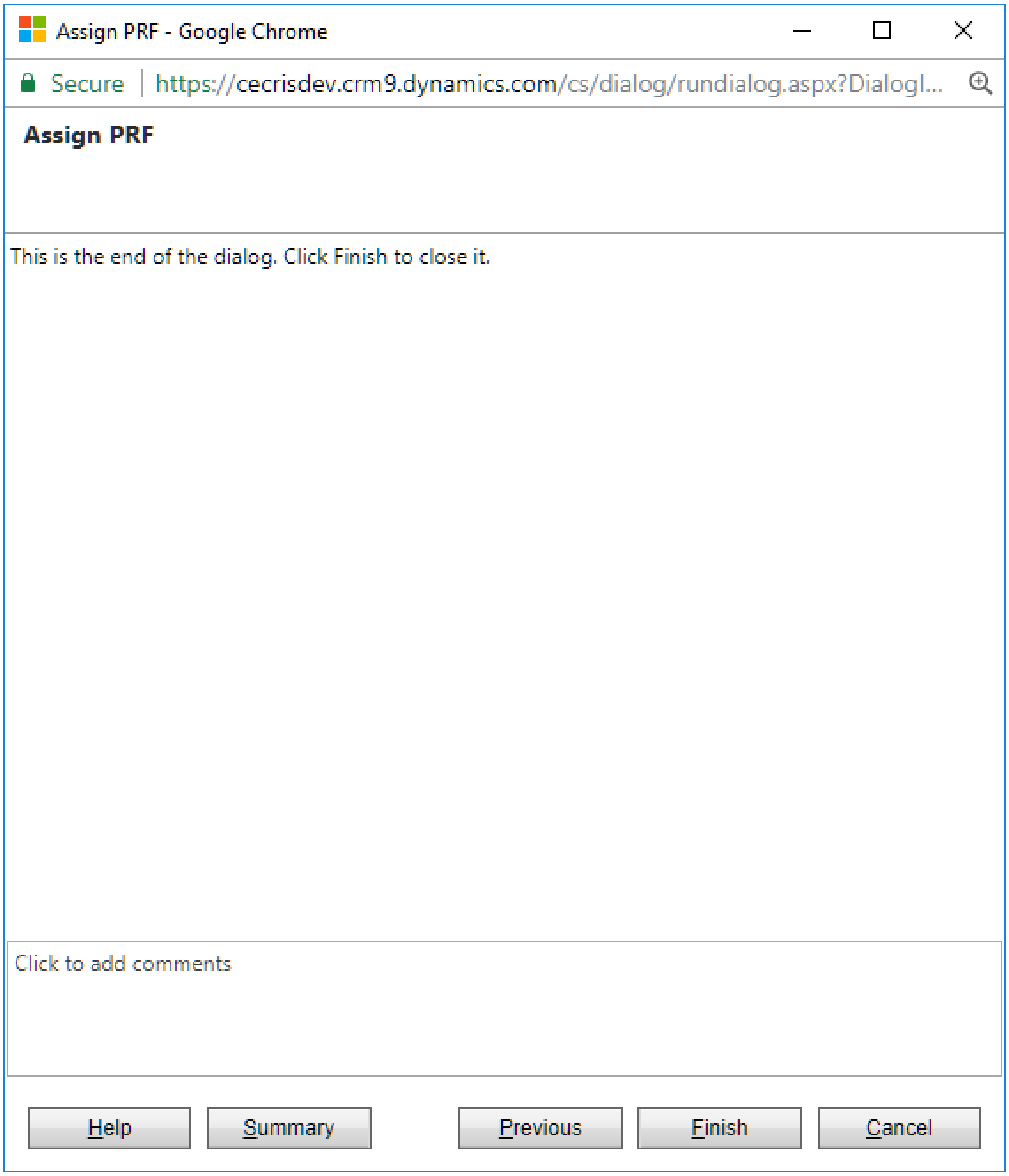


Figure 26. Assign PRF Dialog Finish Page

4. Refresh the page to verify the owner has changed.

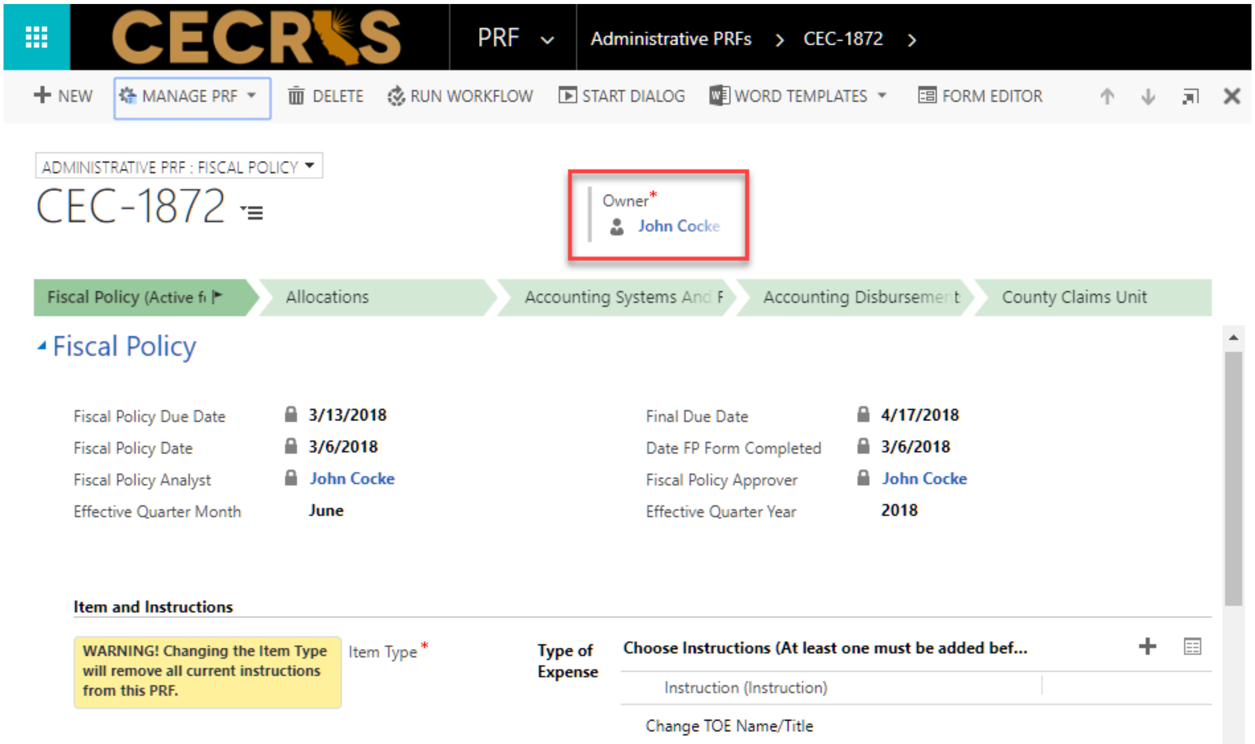


Figure 27. Administrative PRF After Reassign

ADD CFL NUMBER

The CFL Number is required for any PRF before it is executed. Only a Fiscal Policy user can add the CFL Number to the PRF at any point.

If the CFL Number is not provided and a County Claims Unit user completes final approval of the PRF, the status of that PRF changes status to "Complete Pending CFL Number". If the CFL Number is provided for the PRF, then after CCU approves, the PRF status changes to "Finalized".

Steps to Add CFL Number:

1. Select "Manage PRF" from the menu and then the option "Add CFL#" as shown below.

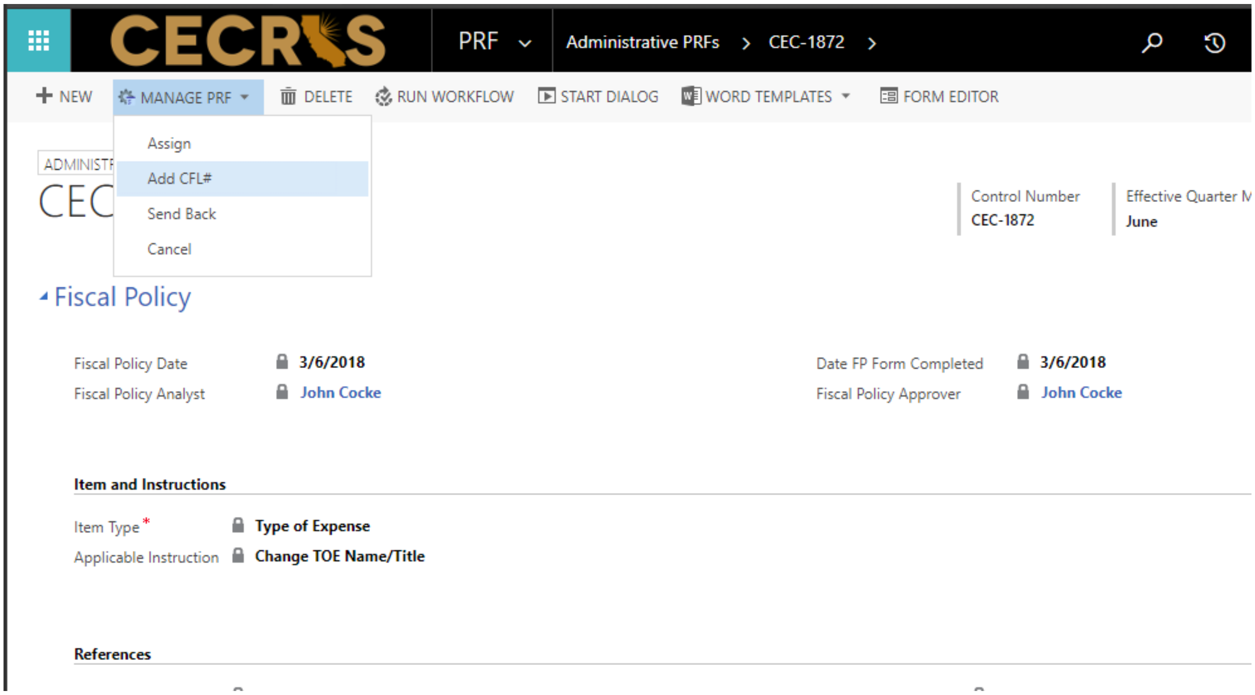


Figure 28. Add CFL# option of the Manage PRF Menu

If the user performing this action does not belong to the Fiscal Policy unit, the system will show an error message (Figure 29 below).

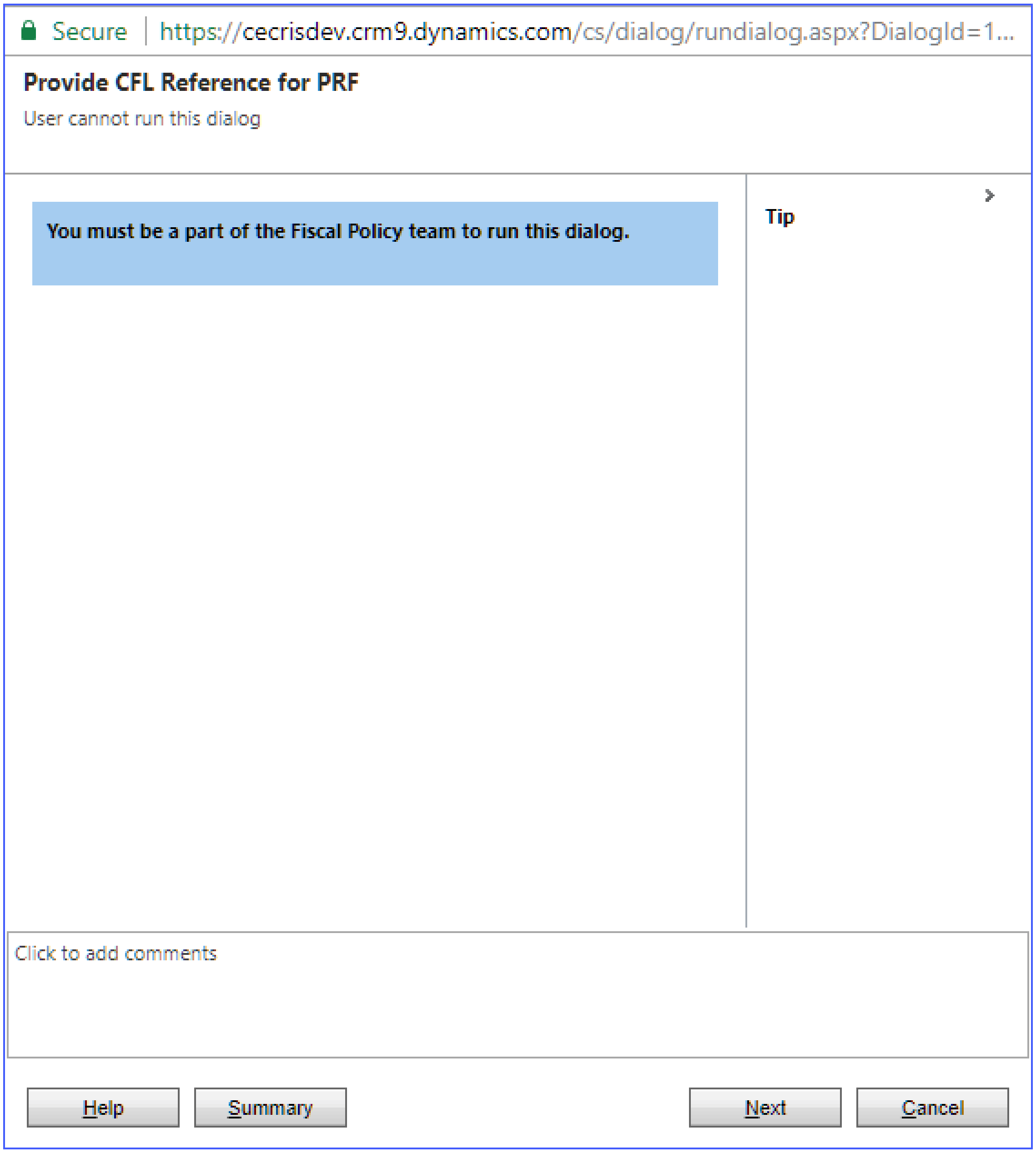


Figure 29. Provide CFL Number Dialog Invalid User Error

If user does belong to Fiscal Policy then the “Provide CFL Reference for PRF” dialog will appear as shown below.

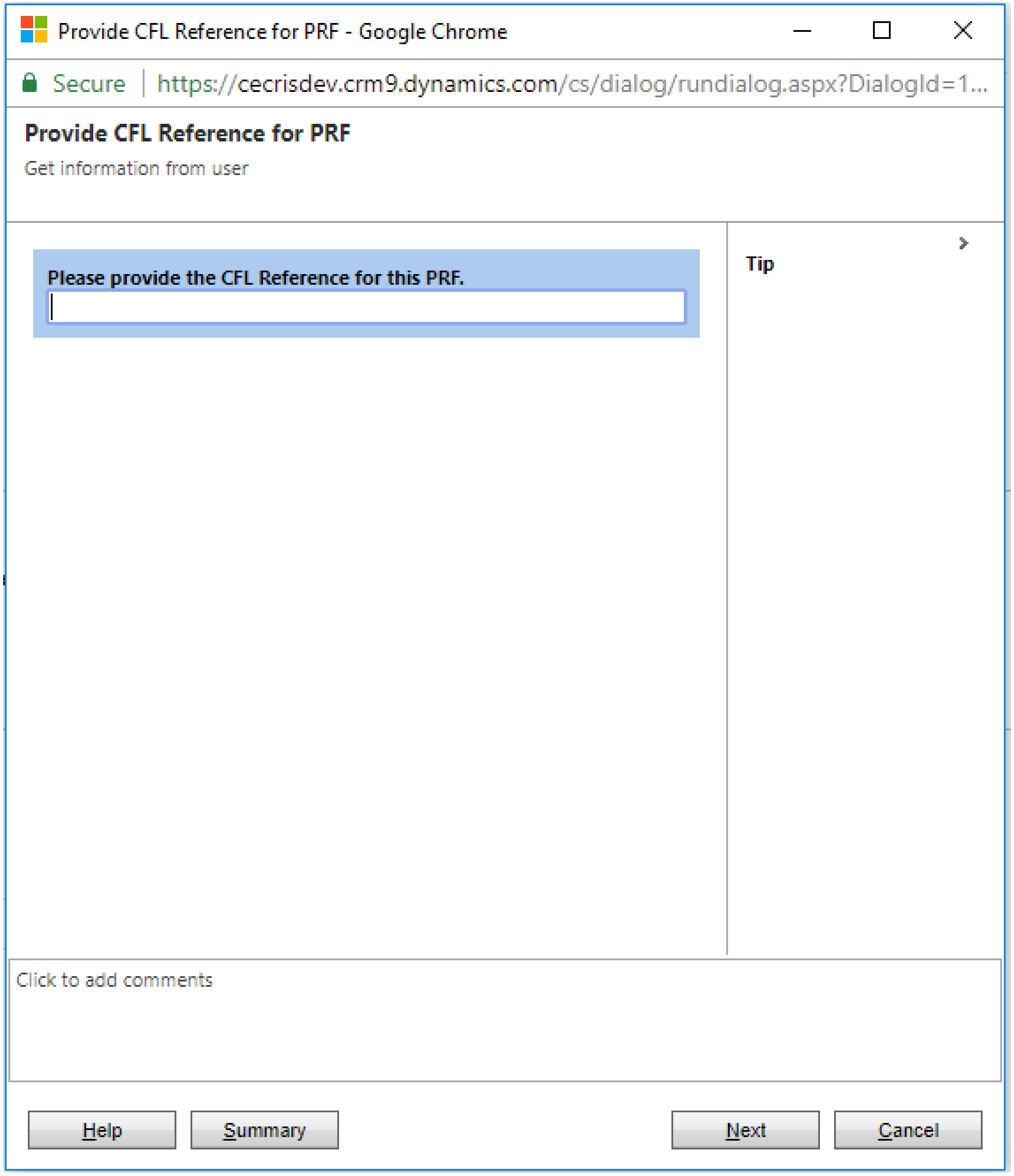


Figure 30. Provide CFL Number Dialog

2. Enter the CFL Number in the text box "Please Provide the CFL reference for this PRF" and the click "Next". The system will add the CFL Number to the PRF and show the Finish page of the dialog, click "Finish" to close the dialog.

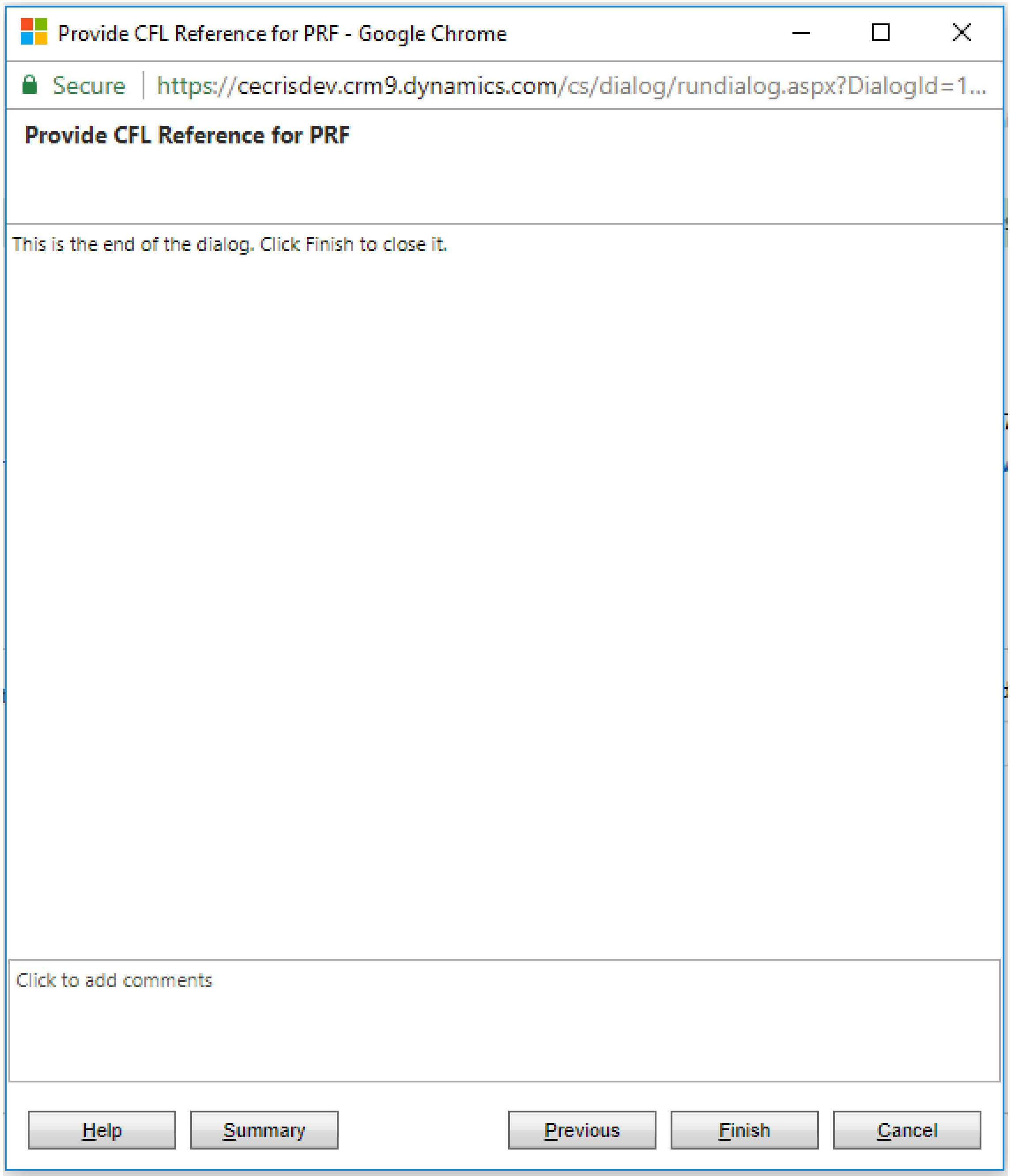


Figure 31. Provide CFL Number Dialog Finish Page

SEND BACK

When there is a need to get more information on a PRF from the previous unit, or the previous unit did not provide all the required information, the analyst or manager from the current unit can send the PRF back for editing by that particular previous unit. Please follow steps below to achieve this.

From the ribbon menu, select “Manage PRF” and then “Send Back” from the options as shown in Figure 32 below.

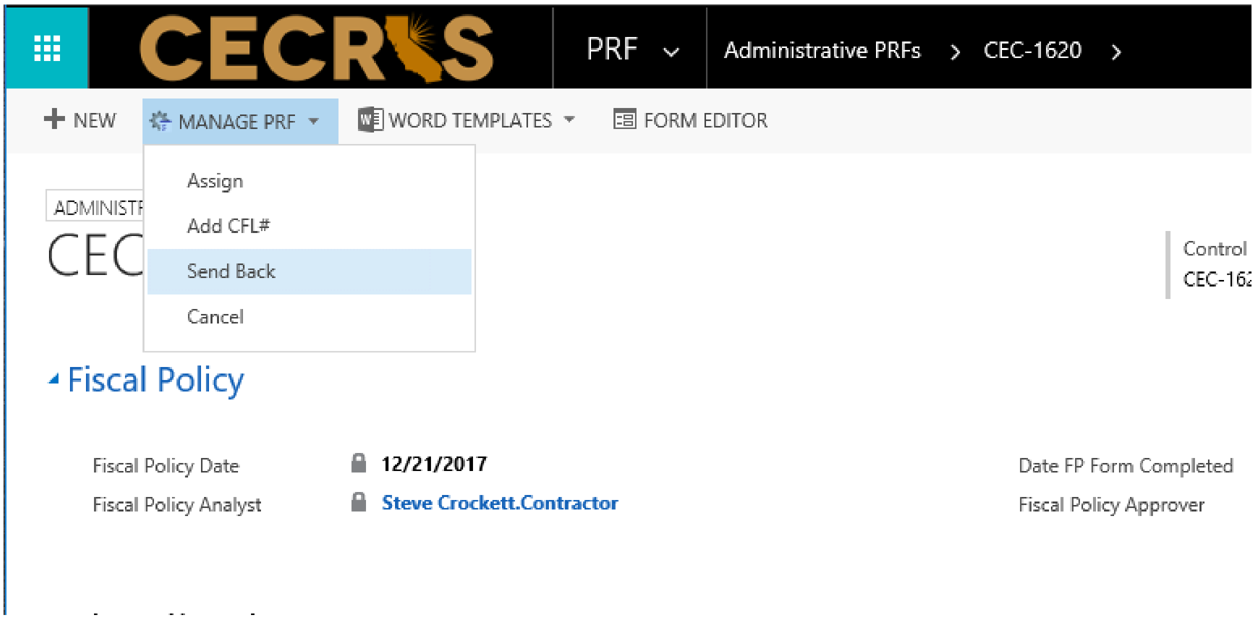


Figure 32. Select Menu Manage PRF

The “Send PRF Back” dialog will appear (Figure 33). This dialog will let the user choose any of previous units and add a reason for sending it back.

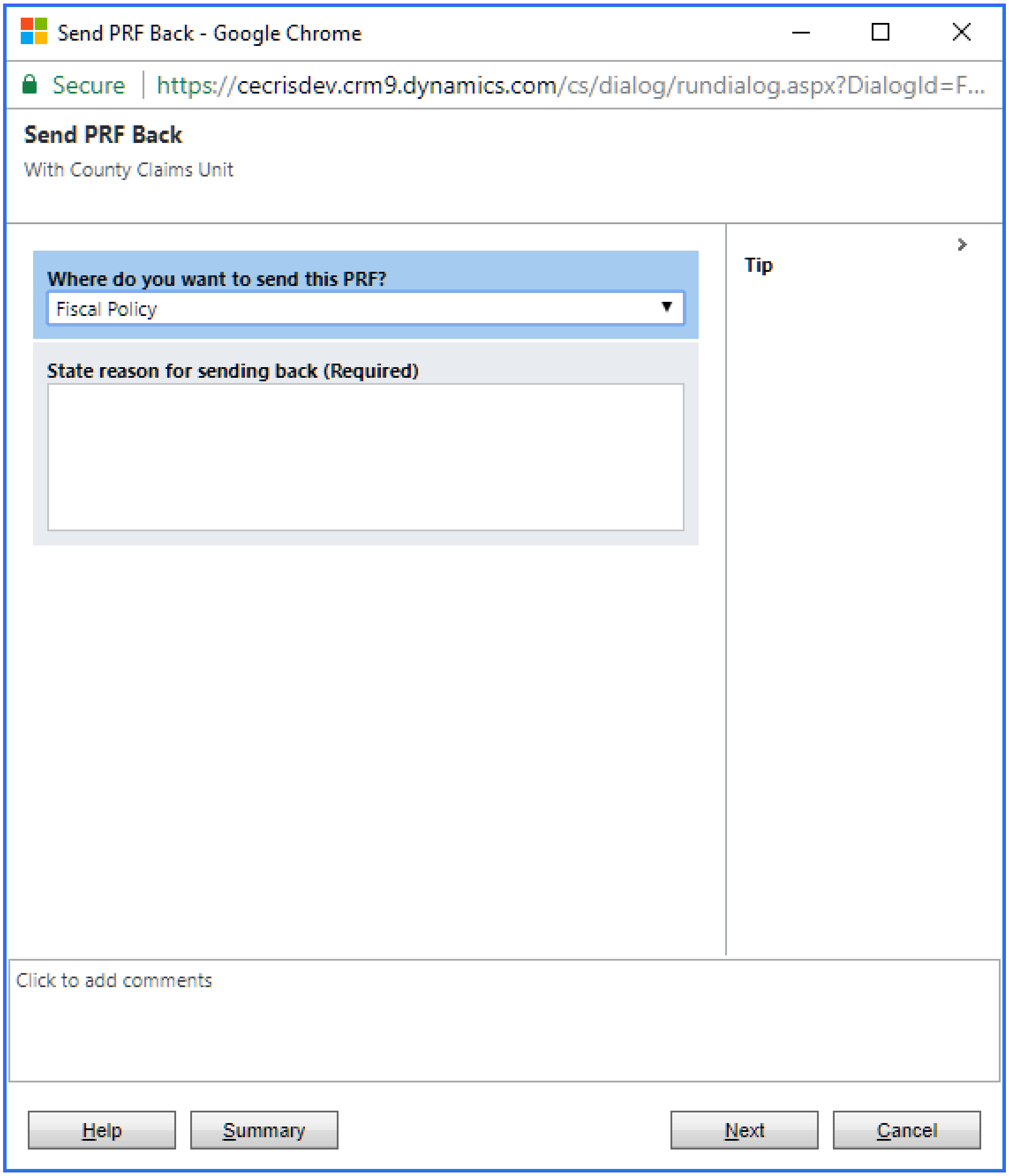


Figure 33. Send PRF Back Dialog

Depending on where a PRF is currently (e.g. the PRF in the dialog shown above is with CCU), the dialog will only list previous units for sending back. If a PRF is with Allocations then no dropdown is shown in the dialog, since Fiscal Policy is the only previous unit (see Figure 34 below).

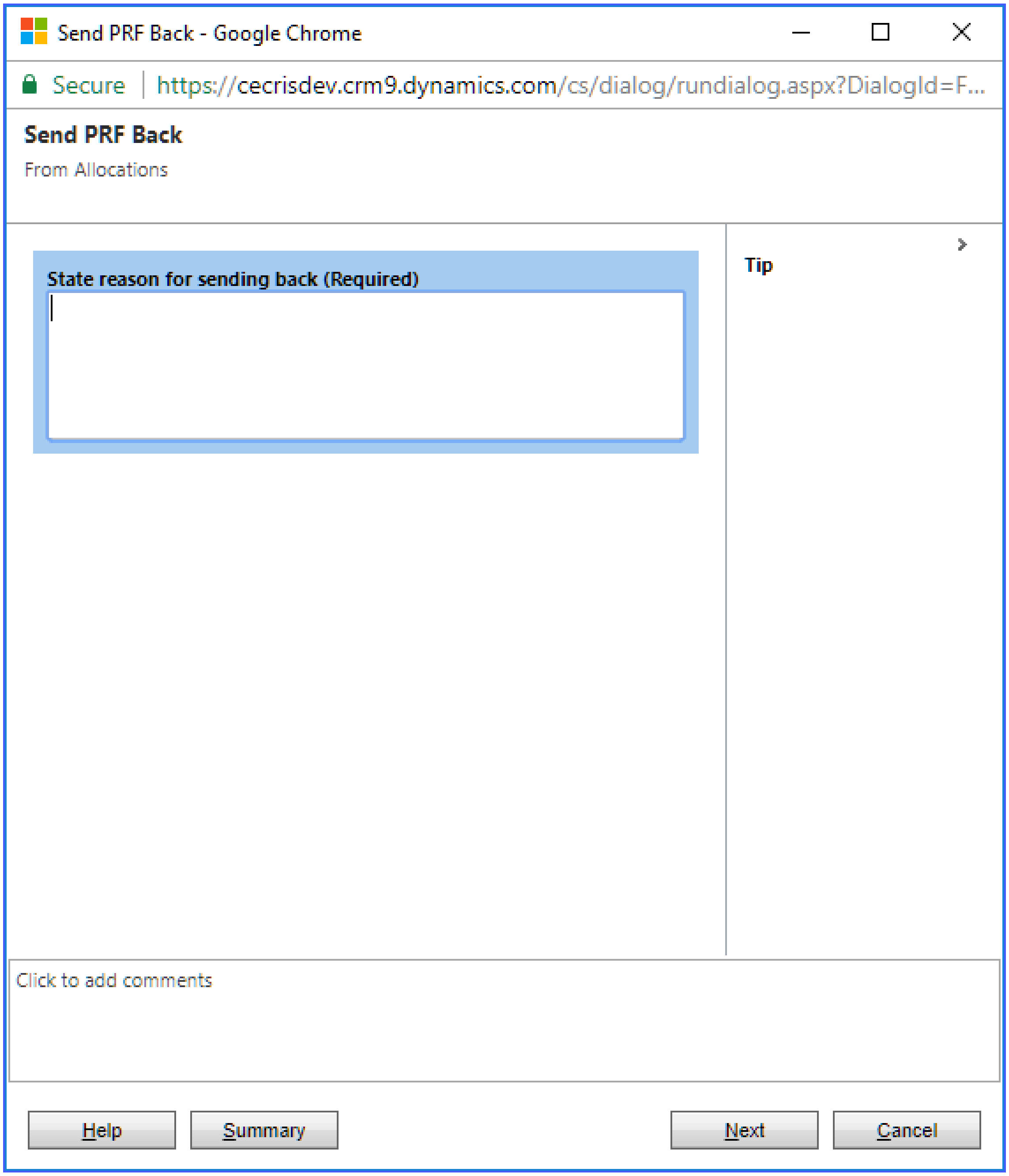


Figure 34. Send PRF Back Dialog - From Allocations

Step for completing the dialog:

1. Select the destination unit from the dropdown list and specify the reason in the text area below. (see Figure 35 and Figure 36)

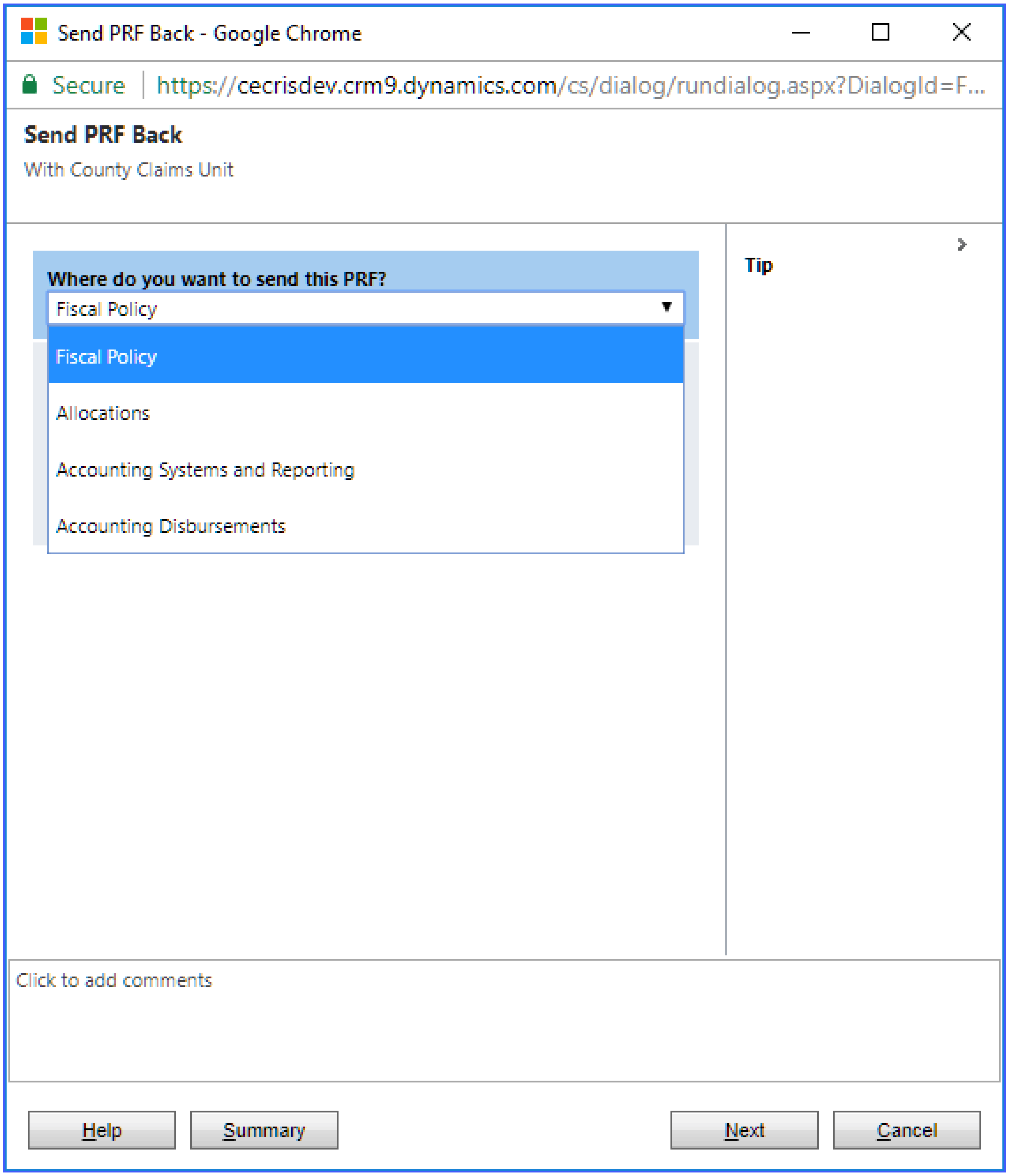


Figure 35. Send PRF Back Dialog Select Section

The reason for sending back is mandatory. If not provided, the system will throw an error. After selecting the desired destination unit and providing a reason, click “Next”.

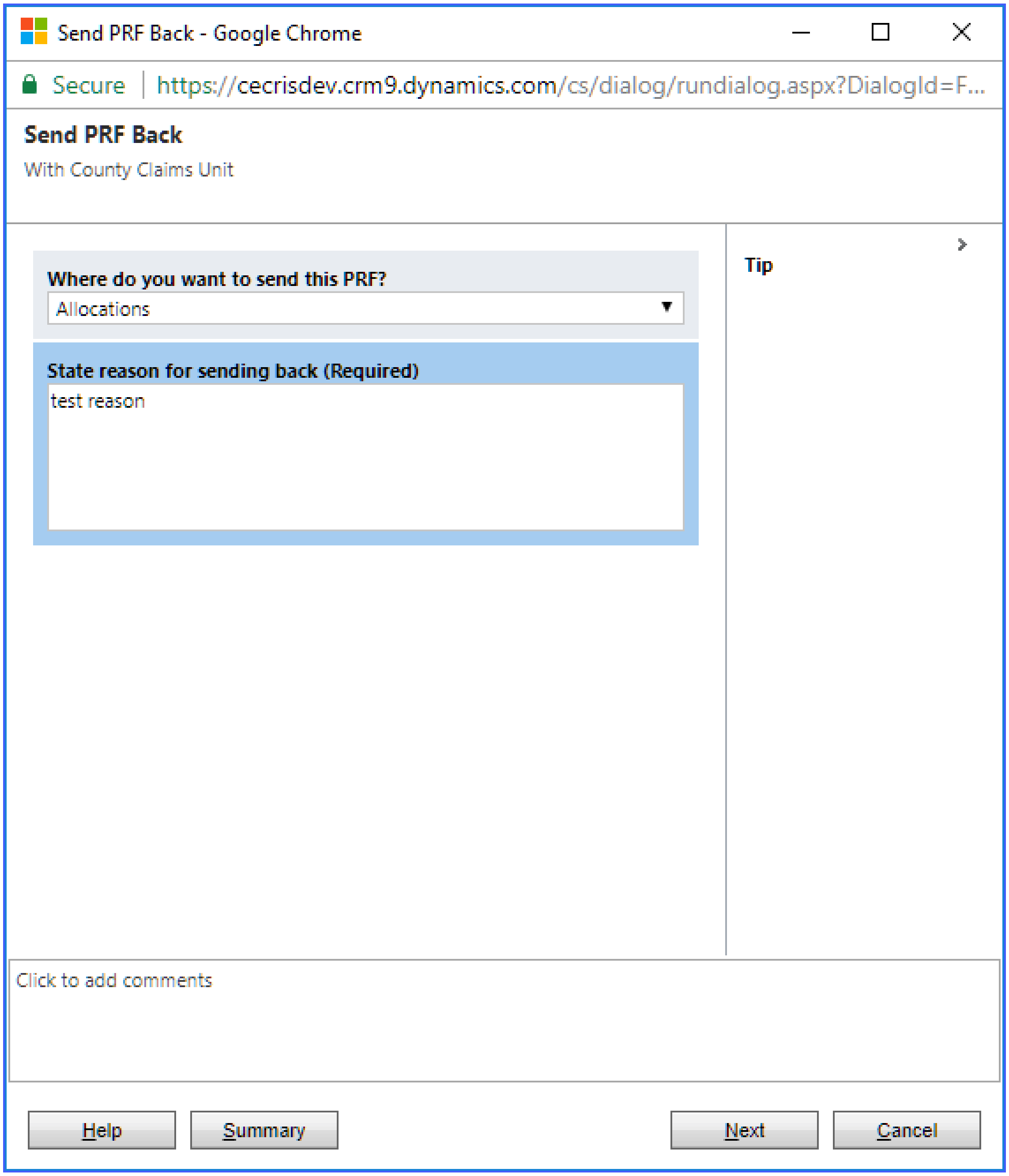


Figure 36. Send PRF Back Dialog Enter Reason

2. Once successfully processed, the system will display a final page as shown below. Click “Finish” to close the dialog.

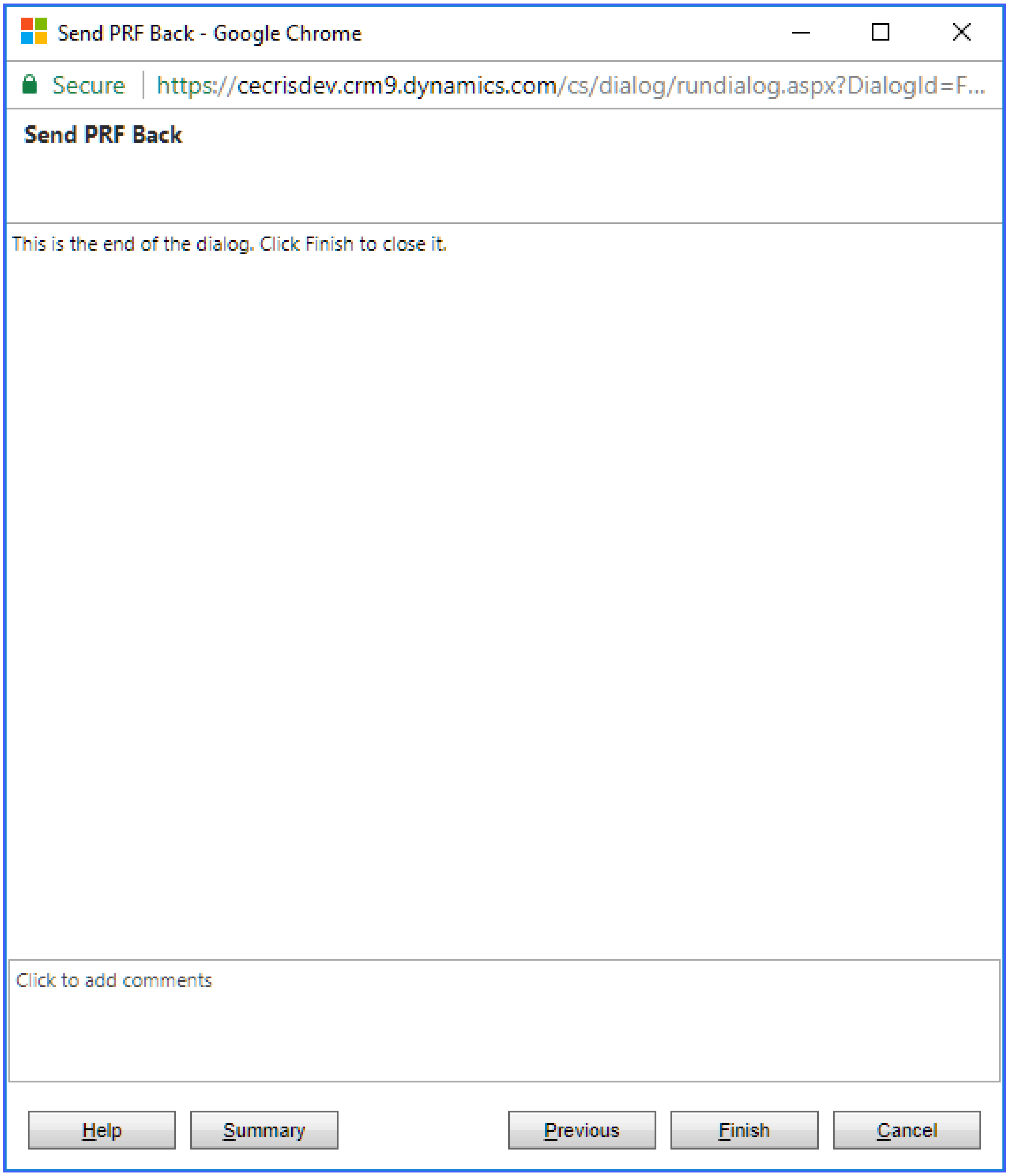


Figure 37. Send PRF Back Dialog Finish Page

After the dialog is closed, to verify that the PRF has been sent back to the proper unit, refresh the page and check the "PRF Status".

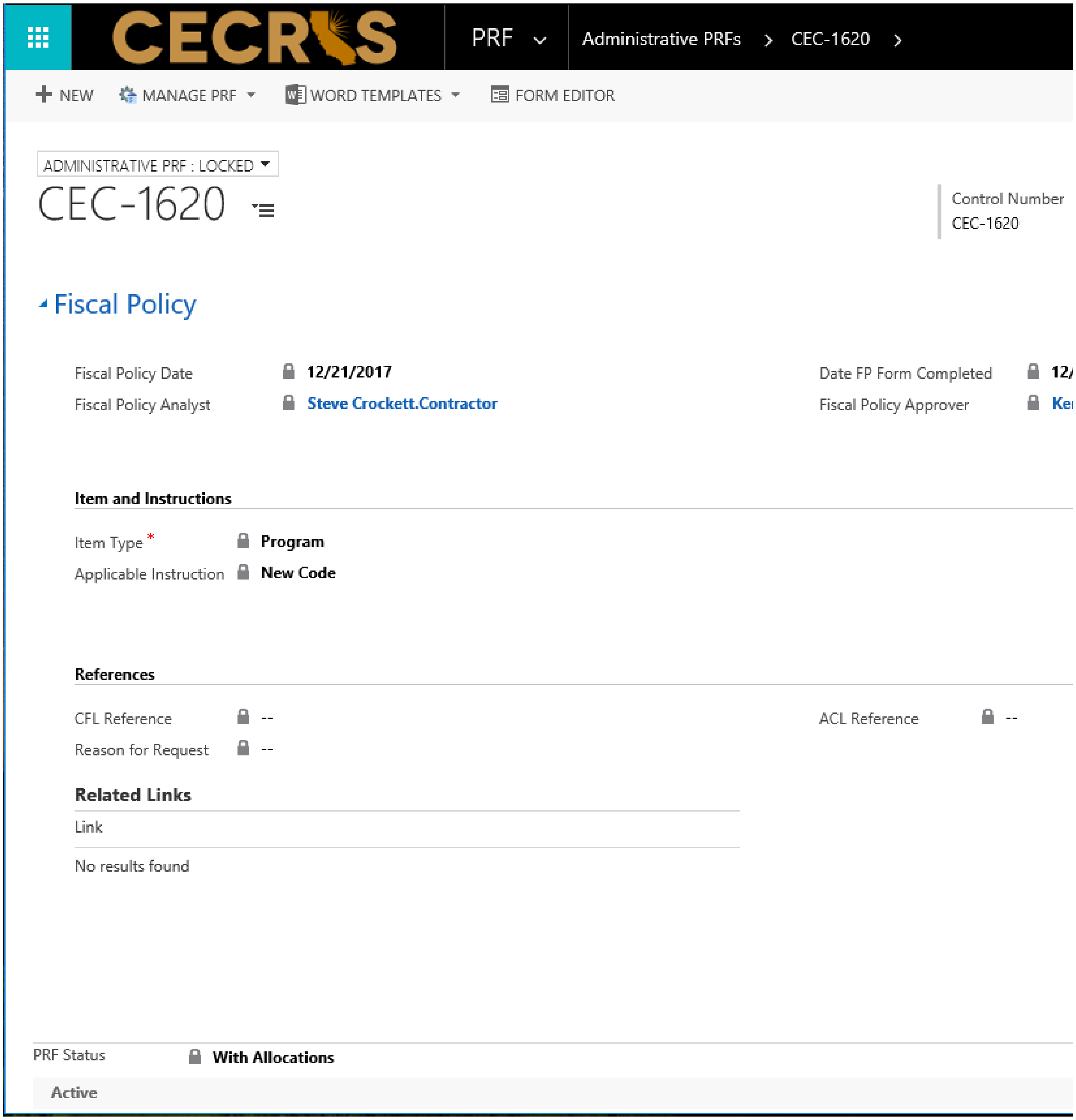


Figure 38. Send PRF Back Verify Results

Note: If the PRF is currently with the Fiscal Policy unit, the system will not allow sending back and will show the following message after the user selects the “Manage PRF” -> “Send Back” option from the menu.

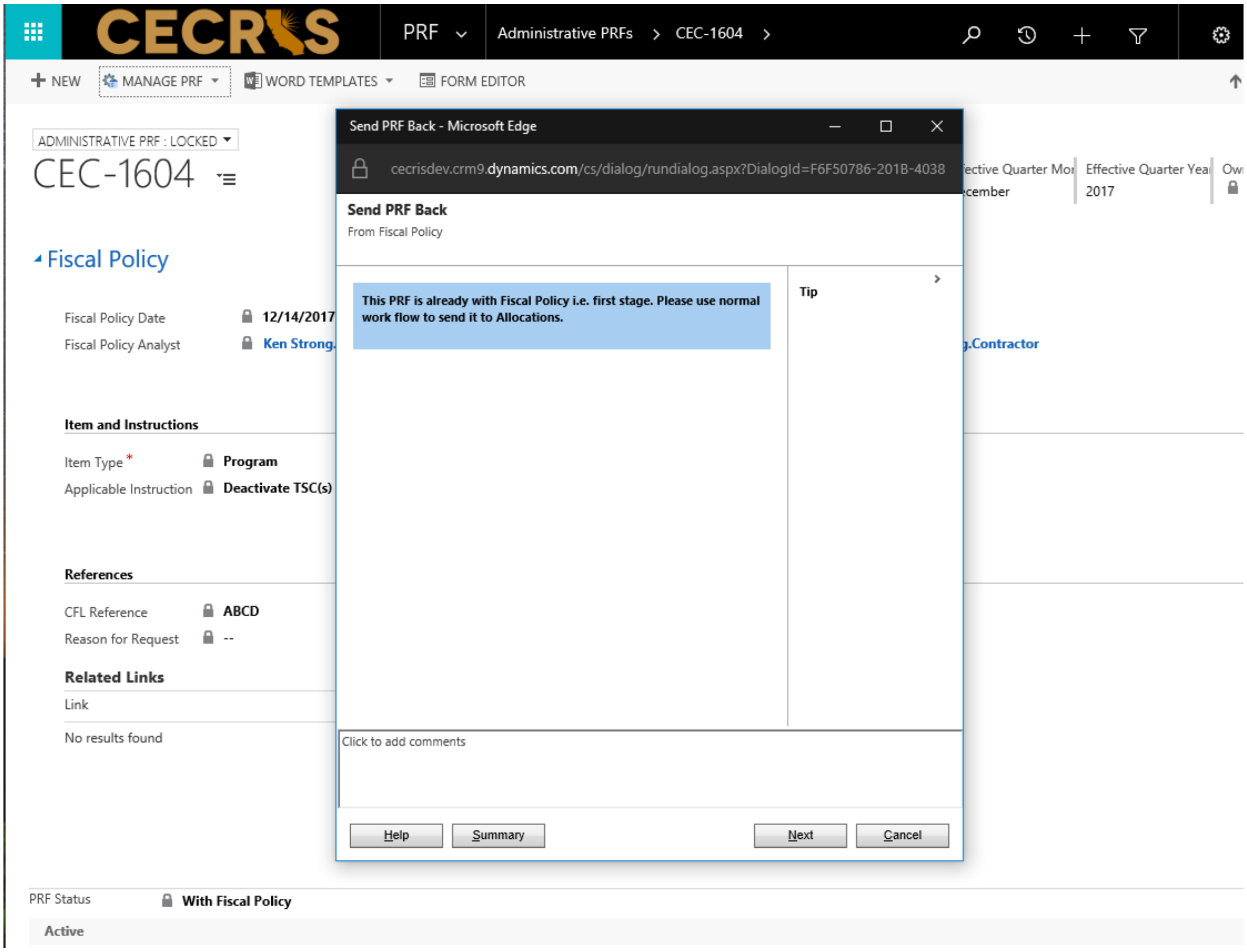


Figure 39. Send PRF Back Validation Message

CANCEL

A PRF can be cancelled at any point before it gets executed. When PRF is cancelled, system will send a notification to all involved parties. Please follow the steps below to cancel a PRF.

Note: Only Fiscal Policy users can cancel a PRF. The system will show an error message if someone from a different unit tries to cancel it.

1. Open a PRF that needs to be cancelled.
2. Select the menu dropdown for "Manage PRF" and then the option "Cancel" as shown in the figure below.

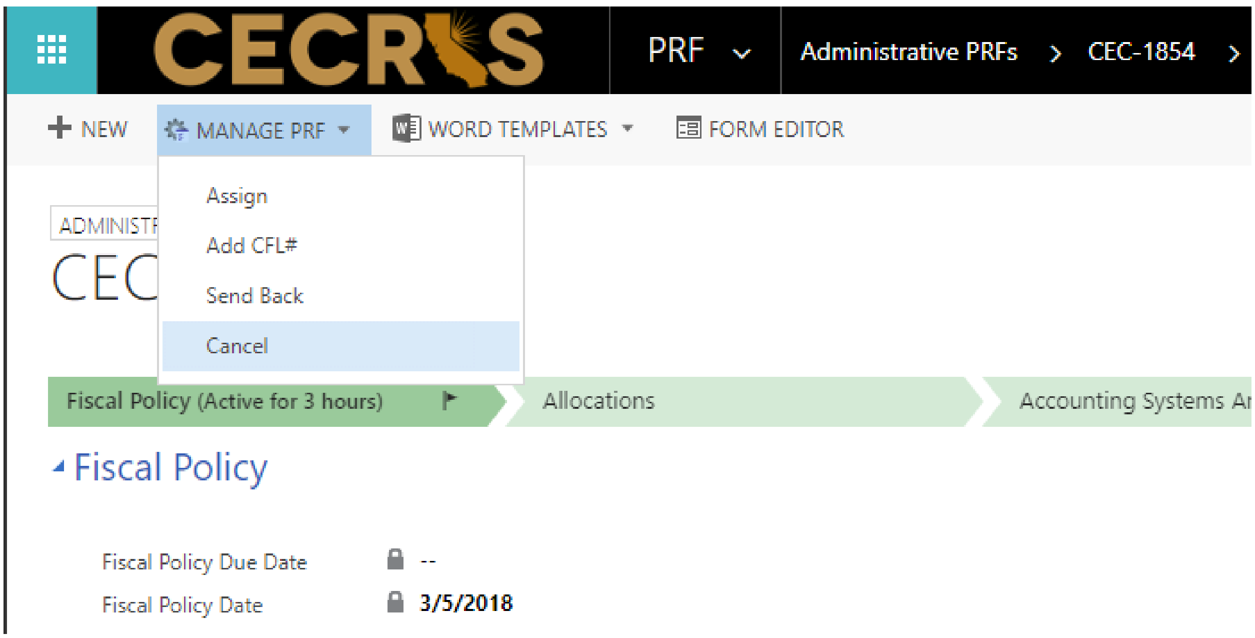


Figure 40. Cancel PRF Select Menu

3. The system will show the "Cancel PRF" dialog as depicted in the figure below. The user needs to specify a reason (required) for cancelling the PRF in the text box and then click "Next".

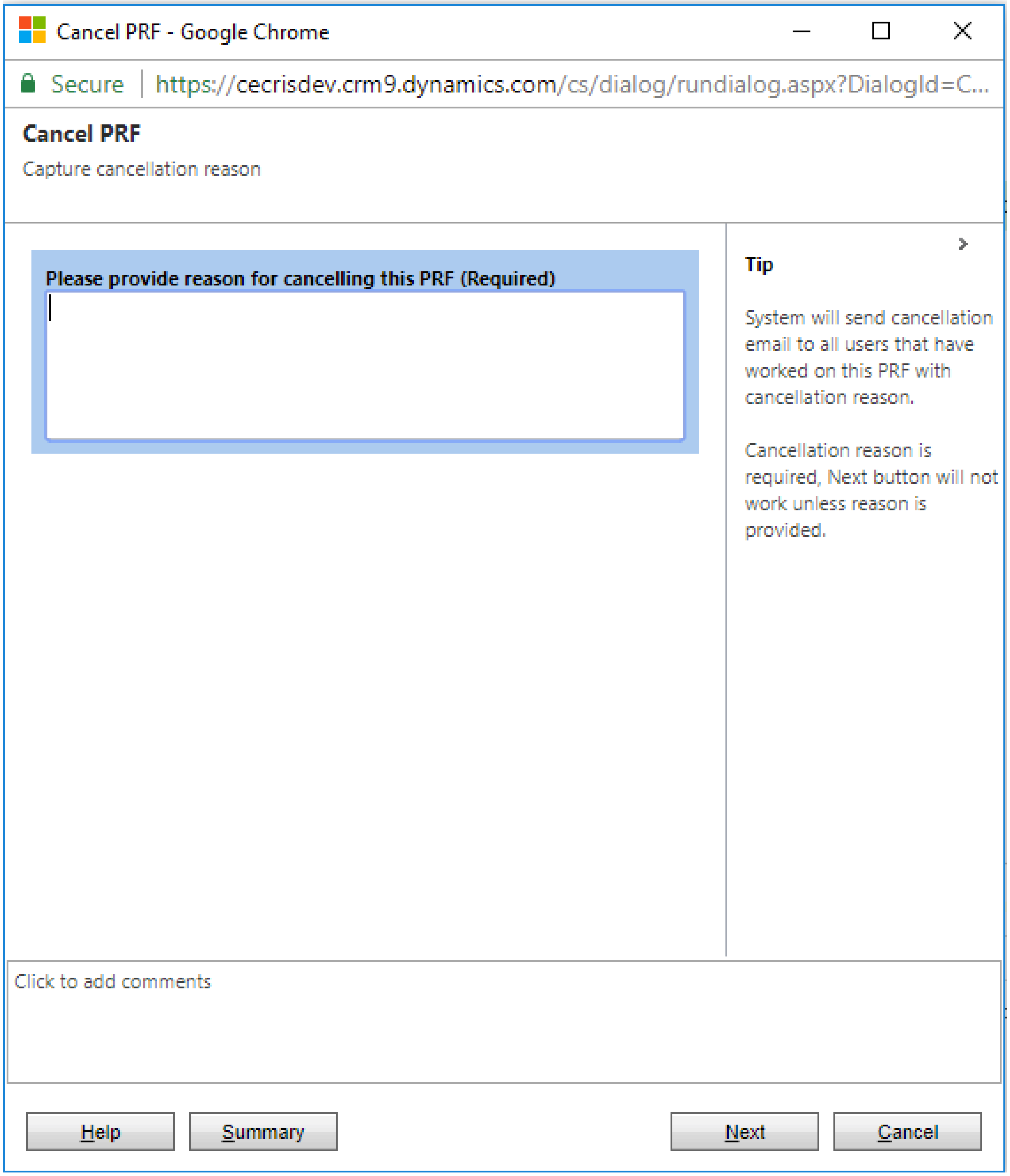


Figure 41. Cancel PRF – Provide Reason

Once successfully processed, the system will show a final page (Figure 42). Click "Finish" to close the dialog.

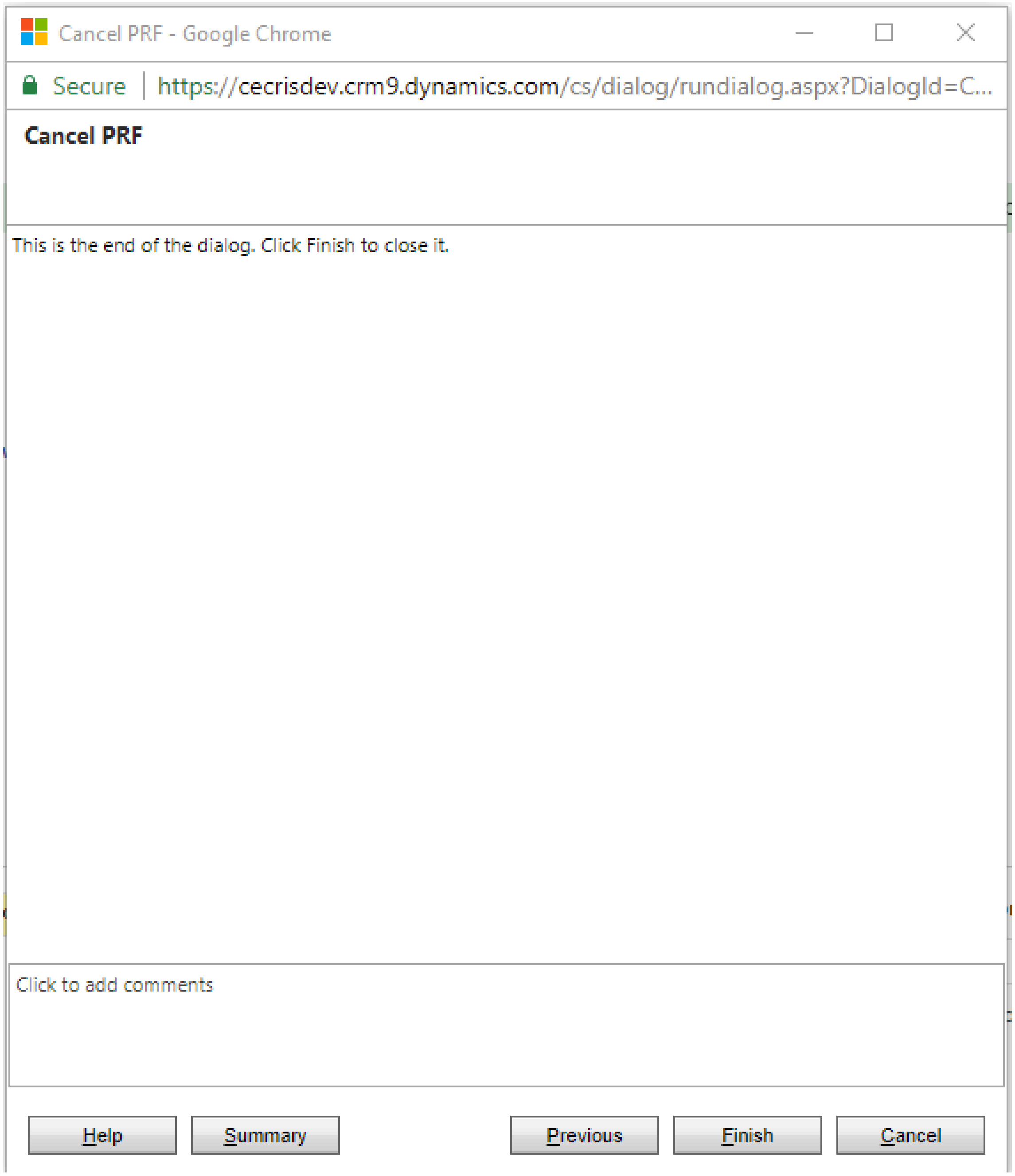


Figure 42. Finish Cancel PRF

After the dialog is finished, to verify the PRF has been cancelled, refresh the PRF page and the system will show the “Locked Form” (a read-only version of the PRF form) as shown below.

Figure 43. Cancel PRF Locked Form

To view a list of cancelled PRFs, choose “Inactive Administrative PRFs” view from the View Selector on the Administrative PRF landing page as shown below.

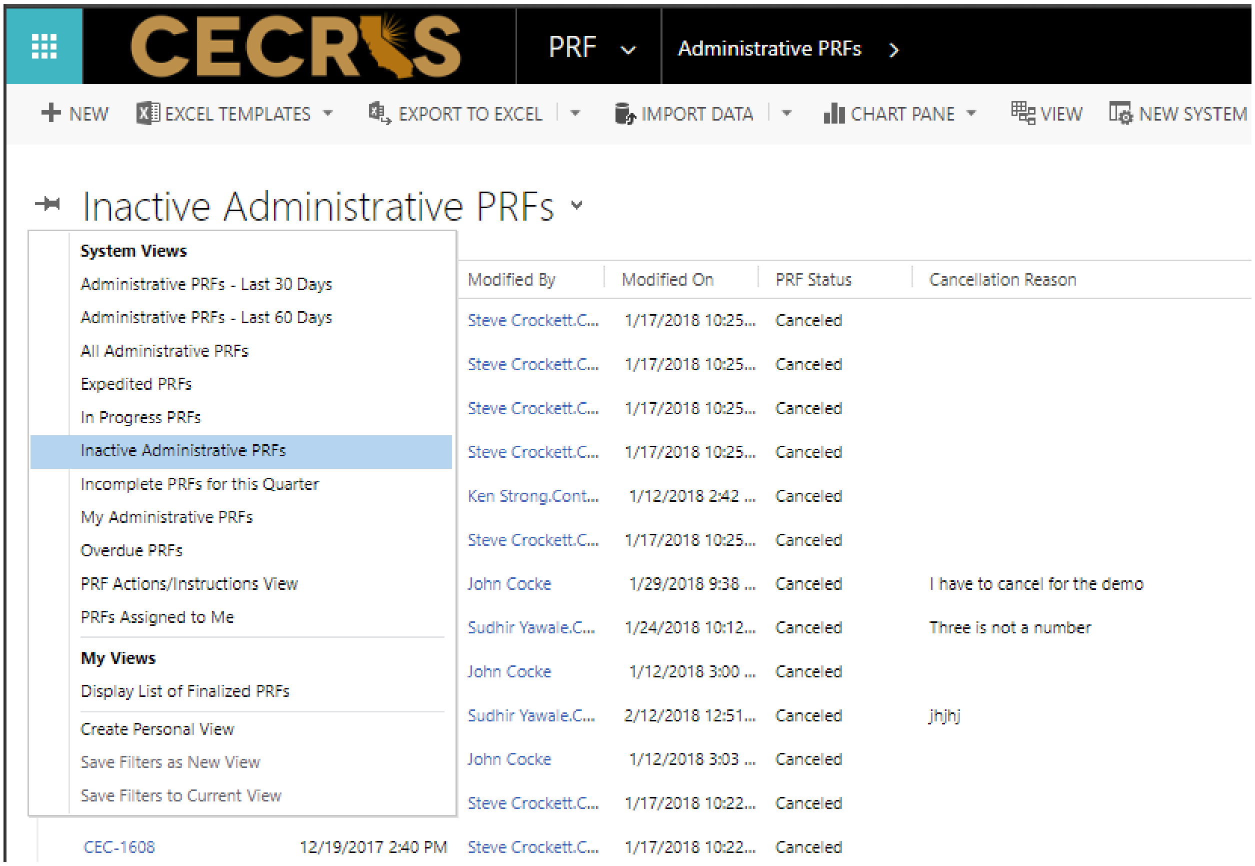
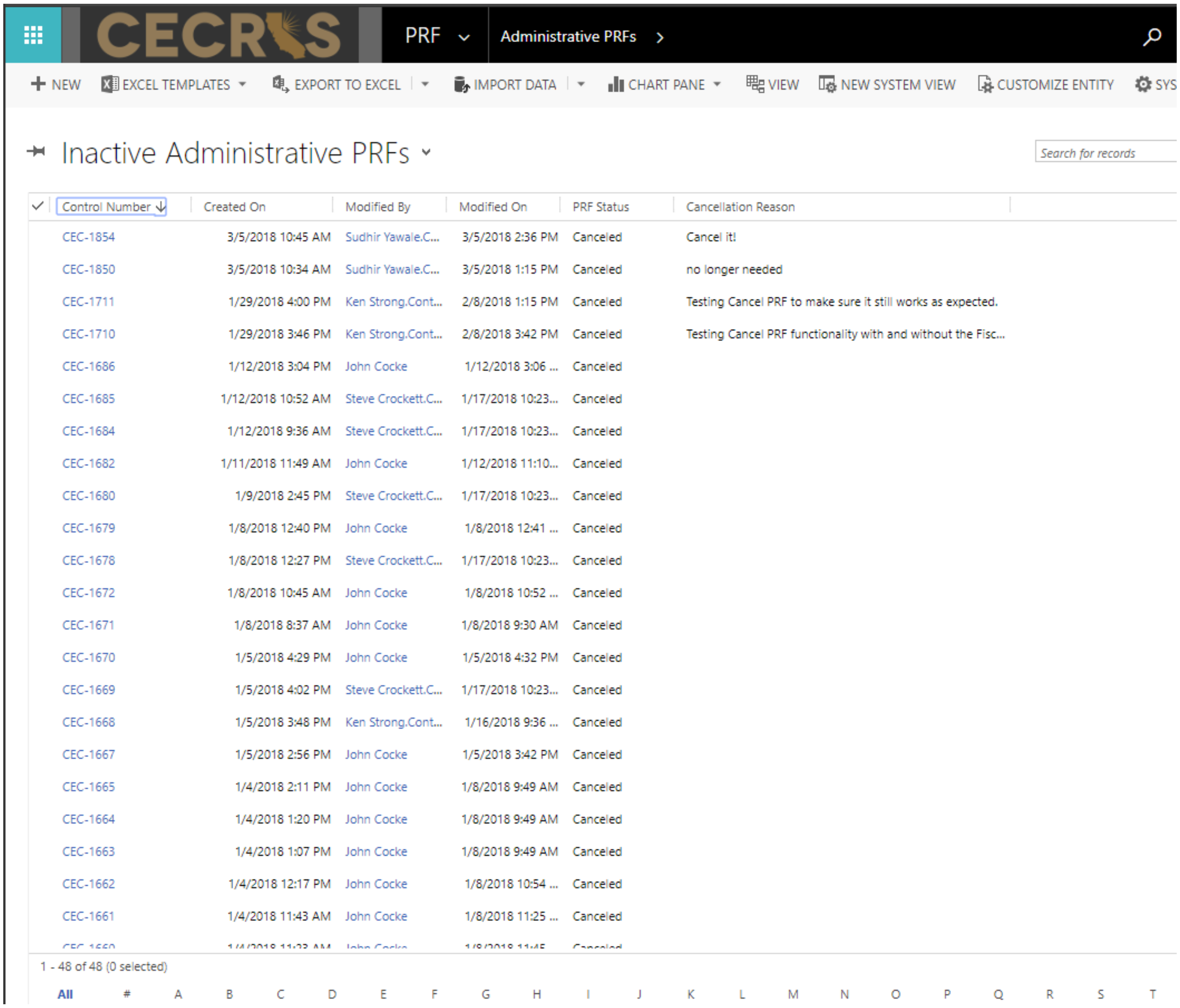


Figure 44. Select Inactive Administrative PRFs View

The system will list all the cancelled PRFs along with who cancelled it ("Modified By" column), when it was cancelled ("Modified On" column) and the "Cancellation Reason" as shown in the figure below.



Control Number	Created On	Modified By	Modified On	PRF Status	Cancellation Reason
CEC-1854	3/5/2018 10:45 AM	Sudhir Yawale.C...	3/5/2018 2:36 PM	Canceled	Cancel it!
CEC-1850	3/5/2018 10:34 AM	Sudhir Yawale.C...	3/5/2018 1:15 PM	Canceled	no longer needed
CEC-1711	1/29/2018 4:00 PM	Ken Strong.Cont...	2/8/2018 1:15 PM	Canceled	Testing Cancel PRF to make sure it still works as expected.
CEC-1710	1/29/2018 3:46 PM	Ken Strong.Cont...	2/8/2018 3:42 PM	Canceled	Testing Cancel PRF functionality with and without the Fisc...
CEC-1686	1/12/2018 3:04 PM	John Cocke	1/12/2018 3:06 ...	Canceled	
CEC-1685	1/12/2018 10:52 AM	Steve Crockett.C...	1/17/2018 10:23...	Canceled	
CEC-1684	1/12/2018 9:36 AM	Steve Crockett.C...	1/17/2018 10:23...	Canceled	
CEC-1682	1/11/2018 11:49 AM	John Cocke	1/12/2018 11:10...	Canceled	
CEC-1680	1/9/2018 2:45 PM	Steve Crockett.C...	1/17/2018 10:23...	Canceled	
CEC-1679	1/8/2018 12:40 PM	John Cocke	1/8/2018 12:41 ...	Canceled	
CEC-1678	1/8/2018 12:27 PM	Steve Crockett.C...	1/17/2018 10:23...	Canceled	
CEC-1672	1/8/2018 10:45 AM	John Cocke	1/8/2018 10:52 ...	Canceled	
CEC-1671	1/8/2018 8:37 AM	John Cocke	1/8/2018 9:30 AM	Canceled	
CEC-1670	1/5/2018 4:29 PM	John Cocke	1/5/2018 4:32 PM	Canceled	
CEC-1669	1/5/2018 4:02 PM	Steve Crockett.C...	1/17/2018 10:23...	Canceled	
CEC-1668	1/5/2018 3:48 PM	Ken Strong.Cont...	1/16/2018 9:36 ...	Canceled	
CEC-1667	1/5/2018 2:56 PM	John Cocke	1/5/2018 3:42 PM	Canceled	
CEC-1665	1/4/2018 2:11 PM	John Cocke	1/8/2018 9:49 AM	Canceled	
CEC-1664	1/4/2018 1:20 PM	John Cocke	1/8/2018 9:49 AM	Canceled	
CEC-1663	1/4/2018 1:07 PM	John Cocke	1/8/2018 9:49 AM	Canceled	
CEC-1662	1/4/2018 12:17 PM	John Cocke	1/8/2018 10:54 ...	Canceled	
CEC-1661	1/4/2018 11:43 AM	John Cocke	1/8/2018 11:25 ...	Canceled	

1 - 48 of 48 (0 selected)

All # A B C D E F G H I J K L M N O P Q R S T

Figure 45. List of Cancelled PRFs

OVERRIDE DUE DATES (EXPEDITE)

Due dates can be changed by a Fiscal Policy user via the Scheduling form on each individual PRF. Select this form by clicking the Form Selector dropdown and then choosing “Scheduling” (Figure 46 below).

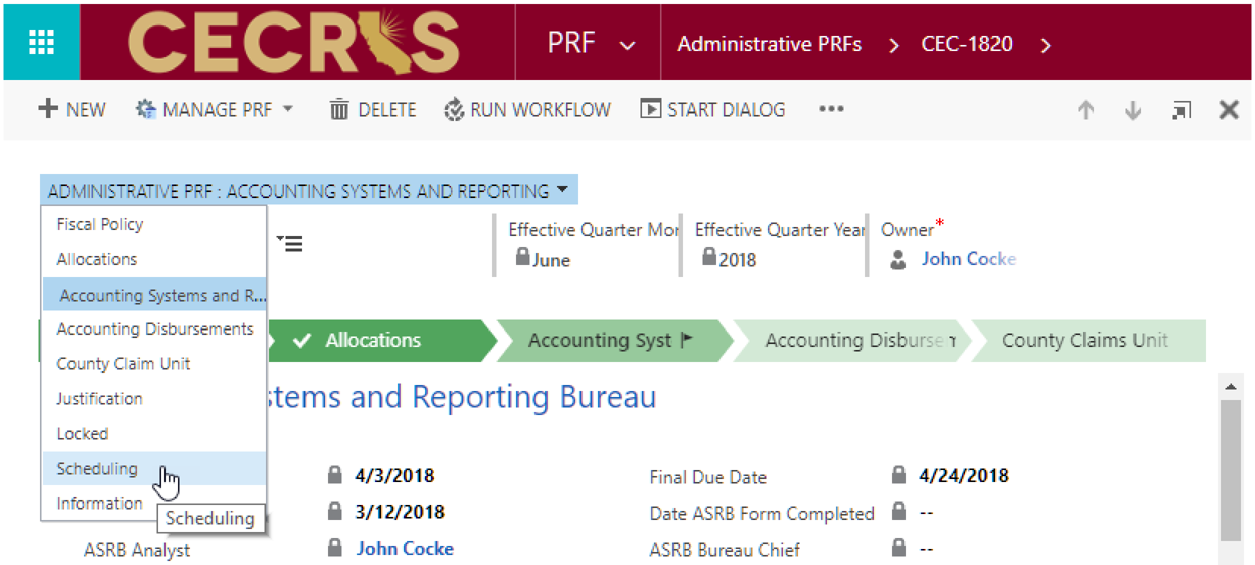


Figure 46. Scheduling Form via the Form Selector

Figure 47 depicts a snippet of the Scheduling form for a sample PRF. To change the due dates, click on each desired due date value and select a new date from the calendar control. After all changes have been made, click the “Save” icon at the bottom right of the form.

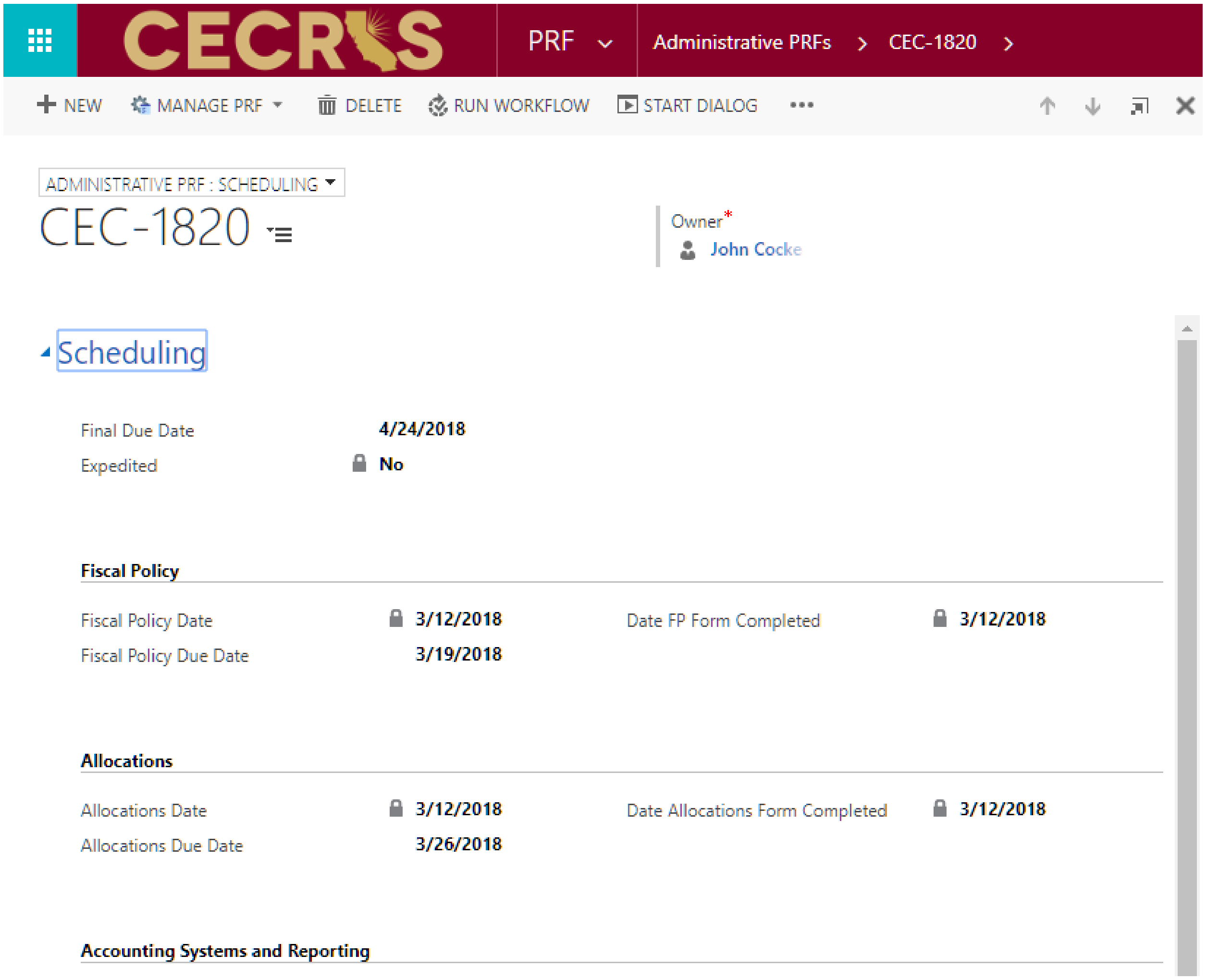


Figure 47. Scheduling Form

Overriding due dates is on a per section basis. If the desire is to expedite the entire PRF process, then each section will need to have its due date changed accordingly. The exception to this is on completion of the Fiscal Policy section. At this point when submitting for approval, the default number of days per section can be set. Figure 48 displays the Manager Approval dialog from the Fiscal Policy section with the option to "Select the number of days for each section".

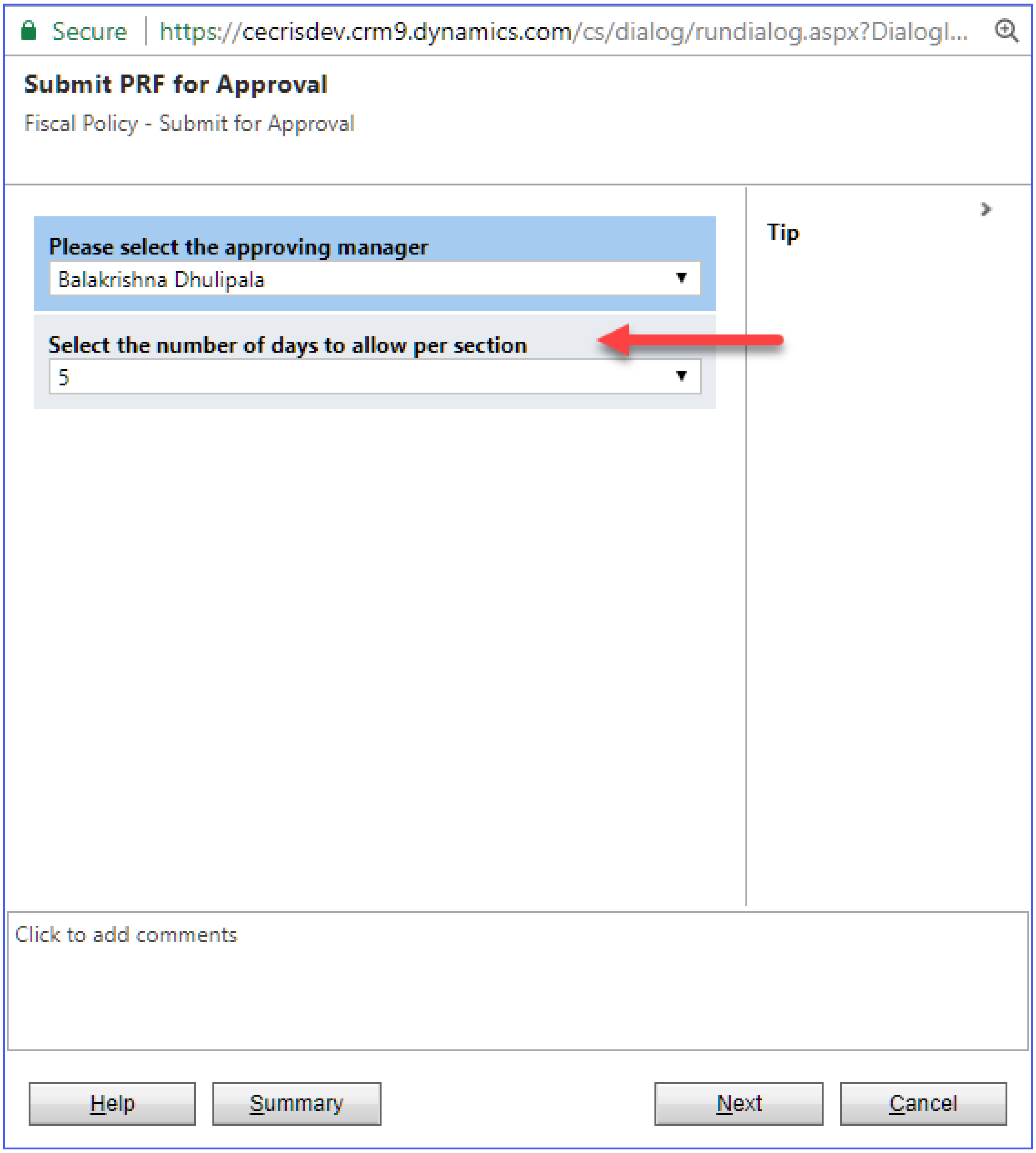


Figure 48. Manager Approval Dialog – Select Number of Days Per Section

NOTES AND ATTACHMENTS

In Microsoft Dynamics CRM, the Notes section provides easy ways to append additional information to any record. A Note could be almost any piece of text. Additionally, attachments can be added in the Notes section. This allows attaching any kind of documents to a particular record in CRM. Figure 49 is a screenshot of an empty Notes section from a PRF.

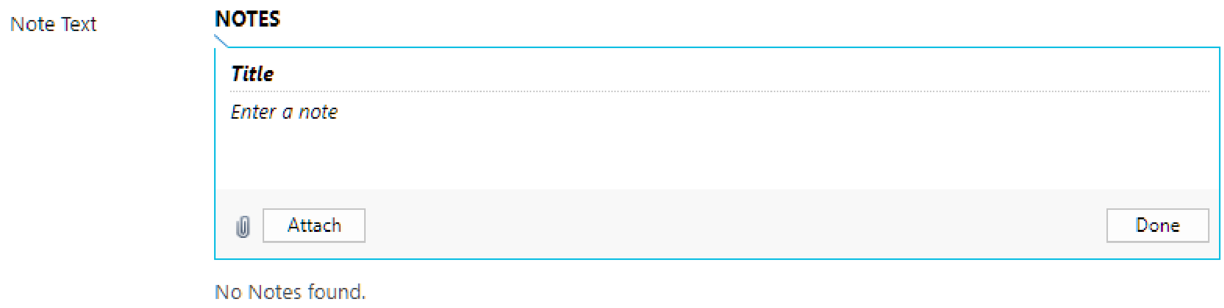


Figure 49. Notes

RELATED LINKS

Links are a way to provide URLs to externally hosted documents and information. There is a “Related Links” section on each PRF as shown in Figure 50 below. To add a new related link, click the “plus” icon on the right side of the section.

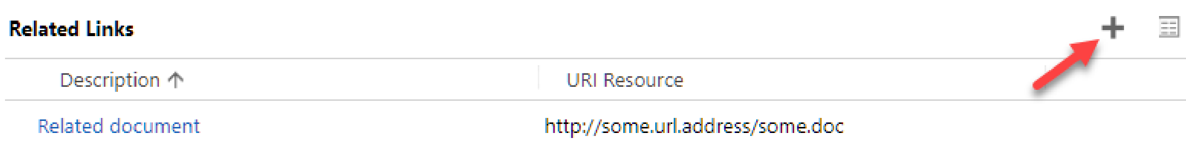


Figure 50. Related Links Section

After clicking the “plus” sign, the form in Figure 51 will display to allow entry of the “Description” and “URI Resource” (URL) of the link.

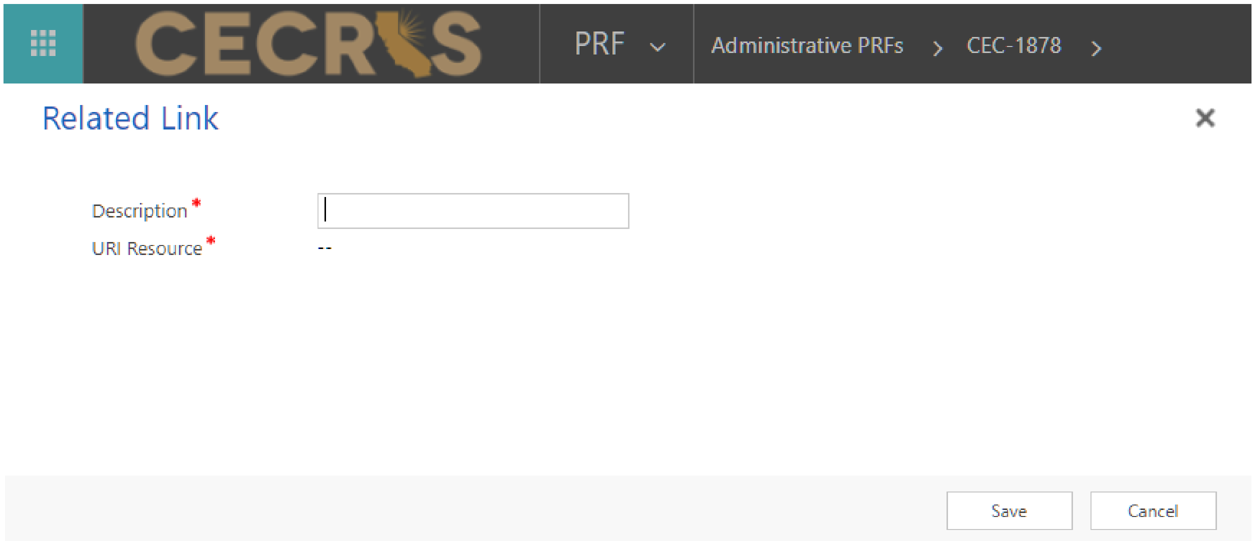


Figure 51. Related Links Form

TRACK PRF CHANGES – AUDIT HISTORY

When viewing a PRF record, a user with appropriate permissions can view related details about that PRF by clicking the dropdown arrow to the right of the PRF Control Number in the top navigation masthead as shown in Figure 52. One of the related detail options is Audit History. (Note your view of related details may differ from the screenshot in Figure 52 that was taken in during the development of the project.)

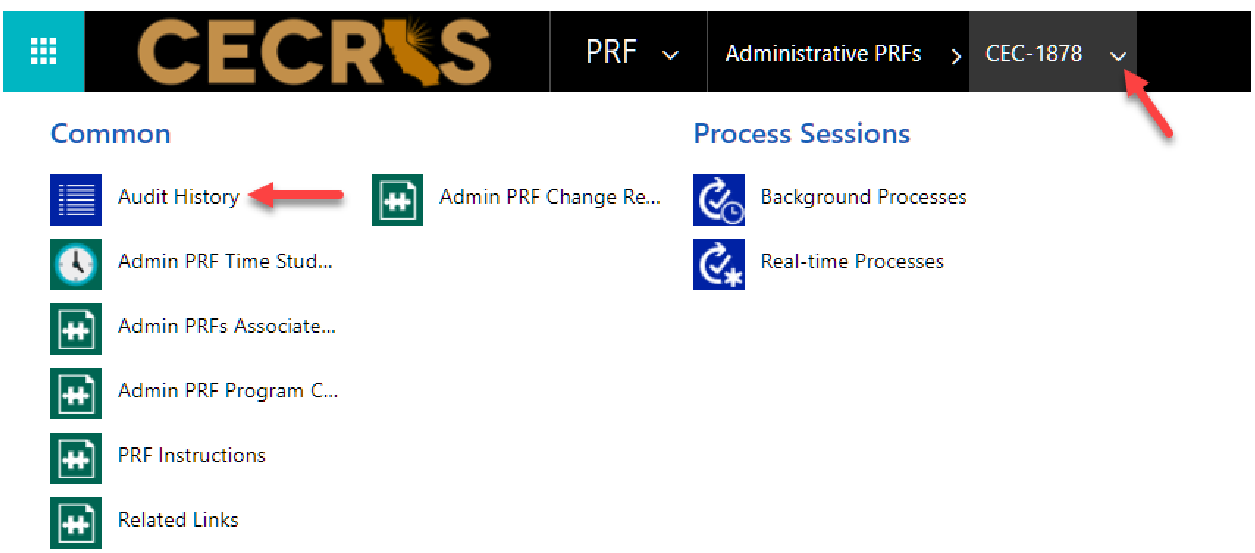


Figure 52. Audit History Option

After selecting the Audit History option, an ordered list of changes to that PRF is displayed as shown in Figure 53. Columns displayed include “Change Date”, “Changed By”, “Event”, “Changed Field”, “Old Value”, and “New Value”. There’s a dropdown allowing the user to filter the entries by changes that occurred to a specific PRF field.

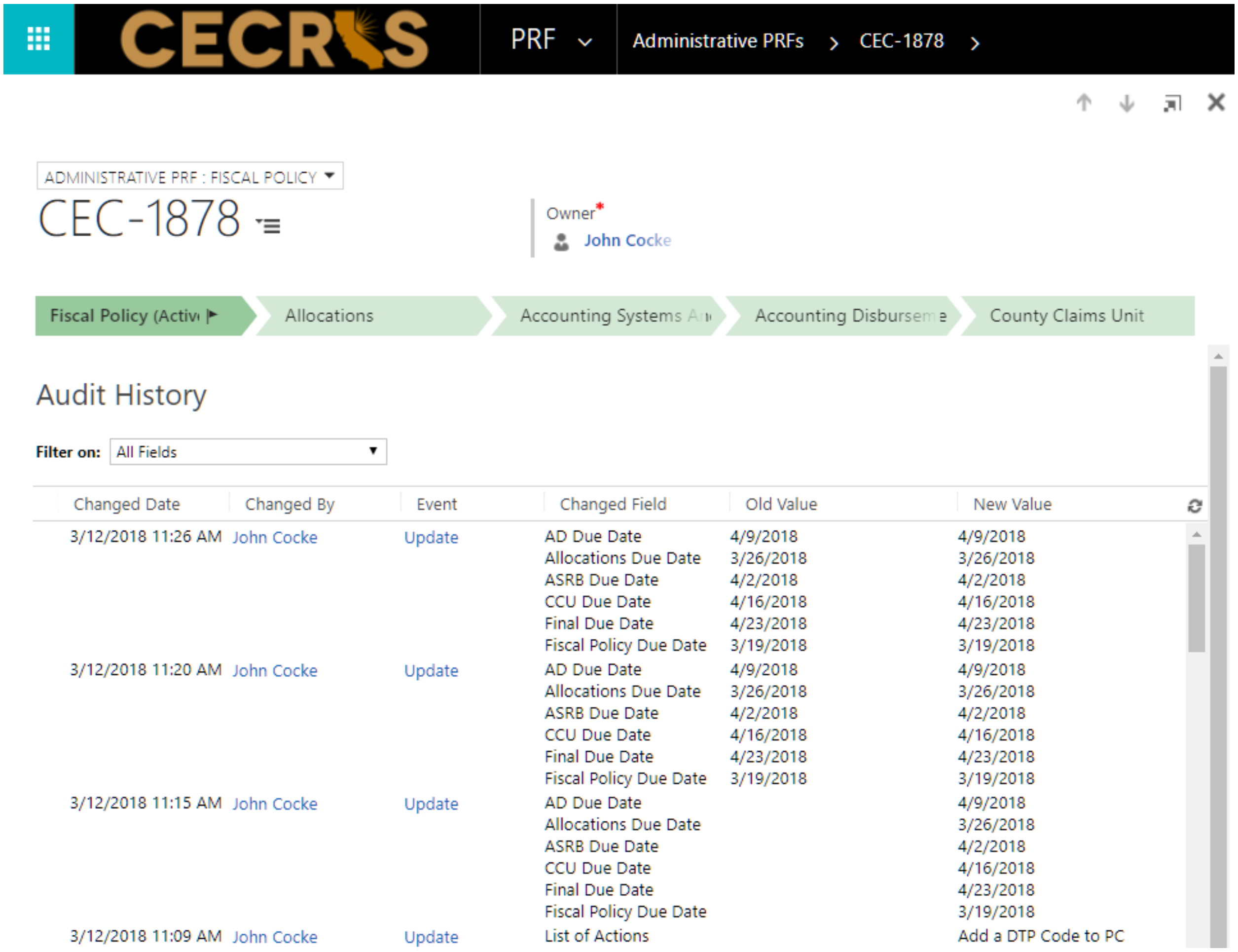


Figure 53. Audit History Details

NOTIFICATIONS

The system will generate notifications to users when triggered by events. The notifications are sent from the CECRIS Service Account email address.

For example, when a PRF is initiated by a Fiscal Policy analyst, a notification is sent to all PRF users to let them know who initiated the PRF and what the scheduled completion dates are for the individual sections.

Below is a brief description of the notifications and alerts sent by the system. For a full description of these notifications, please see Table 1. Notification Matrix in the Appendix.

ON INITIATE

When a new PRF is initiated by a Fiscal Policy analyst, the system sends a notification to all PRF users, including the Estimates analyst, with initial details of the newly created PRF.

NOTIFICATIONS TO NEXT ACTOR – APPROVER

Two forms of approval emails are sent by the system. When analyst input of a section is complete, the analyst clicks a “Submit for Manager Approval” button. The approving manager receives an email to conduct their review and provide approval. For all sections other than Fiscal Policy, the approving manager clicks a “Submit for Bureau Chief Approval” button, generating a notification the bureau chief of that section.

NOTIFICATIONS TO NEXT ACTOR – ANALYST

After a manager (for the Fiscal Policy section) or bureau chief (for all other sections) has approved a section, the system sends an email to the team of analyst in the next section to inform them that their section is now ready for analyst input and to please conduct their review and provide bureau chief approval.

ON CANCEL

Upon cancellation of a PRF, all PRF users will be notified. The reason entered by the user who cancelled the PRF is included in the email.

ON SEND BACK

If a PRF user has identified error in a prior completed section, an email indicating the section that must be re-opened and edited is sent. This notification is sent to all users who edited or approved sections of that PRF.

ON EXPEDITE

When the due date of a PRF is overridden with a new due date (i.e., expedited), a notification will be sent to all PRF users. The users are asked to please complete their sections per the revised schedule.

REMINDERS

Reminder notifications are sent to users when actions or conditions haven’t been completed in a timely manner. These are sent daily until the condition has been corrected and include:

- Manager section approval is past due
- Bureau chief section approval is past due
- All PRF sections completed and approved, but CFL number is missing

USING ADVANCED FIND

Advanced Find allows users to create ad hoc queries and save, export and share the results as Views. Some of the benefits of Advanced Find include:

- It can be used to search any record type
- Users can create complex filters and queries based on any fields within or related to the record being searched
- It can be saved and used to generate personal views
- Results can be exported to Excel
- Advanced Finds can feed charts
- Bulk operations can be carried out on Advanced Find results

Some of the actions you can perform on Advanced Find results include:

- Bulk Operations: Editing, Sharing, Assigning
- Email a Link
- Run a workflow or start a dialog
- Run a report
- Apply Excel and Word Templates
- Export to Excel

ADVANCED FIND EXAMPLE

This example demonstrates how to search for PRFs in the CECRIS Project that are waiting for ASRB bureau chief approval.

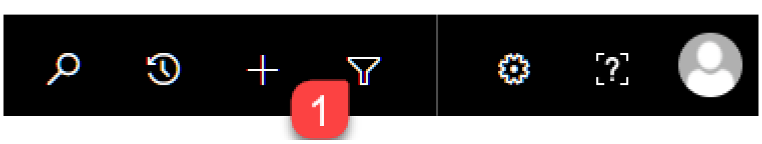


Figure 54. Advanced Find (step 1)

1. Select Advanced Find on the Command Bar as shown in Figure 54.

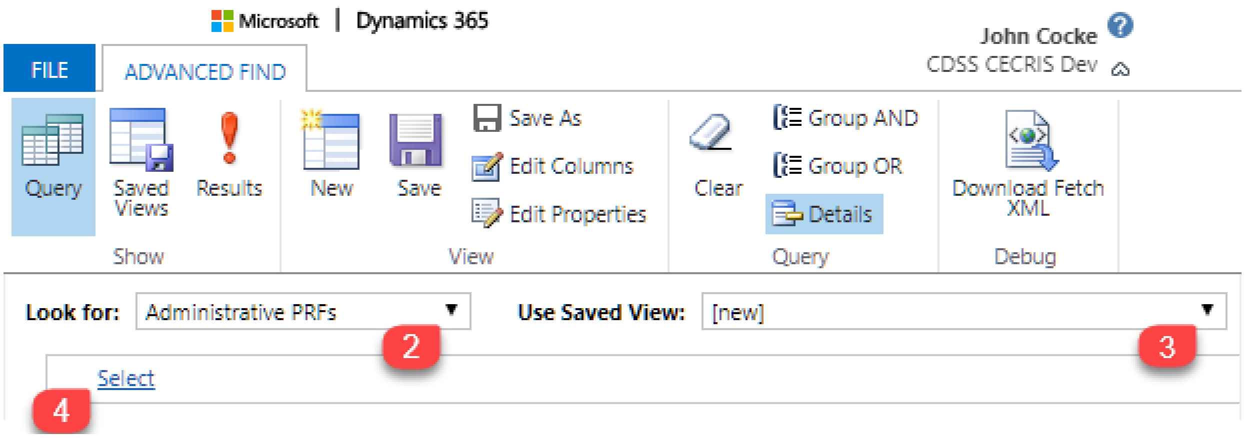


Figure 55. Advanced Find (steps 2 - 4)

2. In the "Look for" dropdown shown in Figure 55 above, select the entity you want to query. In this example, choose "Administrative PRFs".
3. Leave the default choice, "[new]", selected in the "Use Saved View" dropdown.
4. Use the "Select" hyperlink to add search clauses to your search criteria.

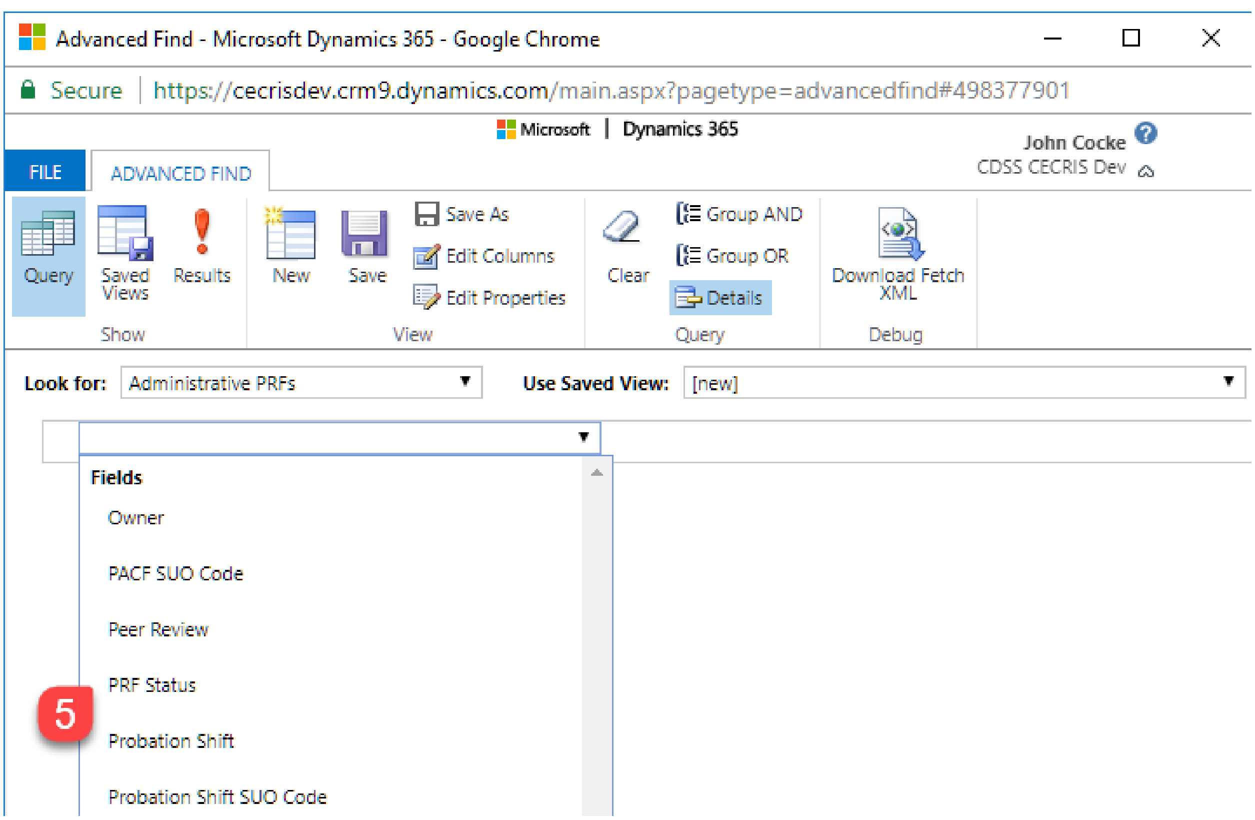


Figure 56. Advanced Find (step 5)

5. Click the “Select” link dropdown to display a list of fields on which to search, and choose the PRF Status field from the dropdown (Figure 56 above).

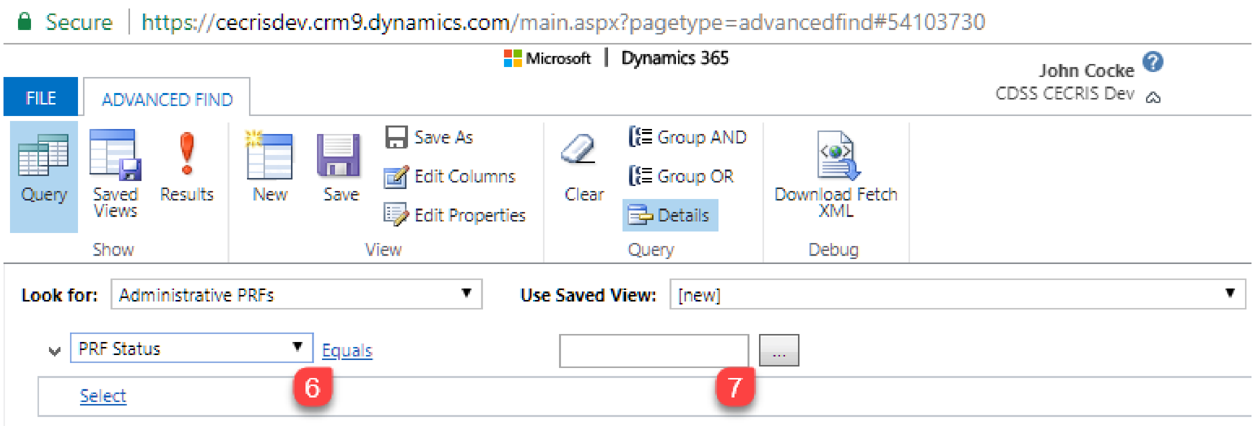


Figure 57. Advanced Find (steps 6 - 7)

6. For your query operator, leave the default as “Equals”.
7. Hover over the “Enter Value: PRF Status” link to select the data you want to filter on. An ellipsis button will appear to display the list of available values (Figure 57).

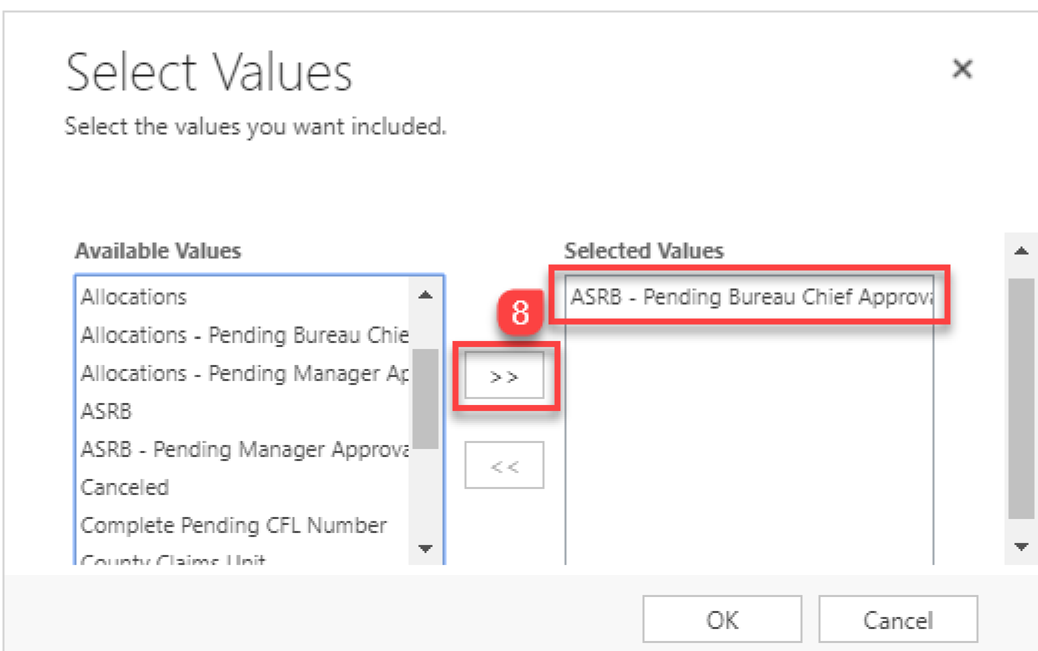


Figure 58. Advanced Find (step 8)

8. After clicking the ellipsis, find the value “ASRB – Pending Bureau Chief Approval” in the Available Values list and press the transfer button to move the value to the Selected Values list and press the OK button (Figure 58).
9. Click the “Results” button (red exclamation mark shown in Figure 56 above).

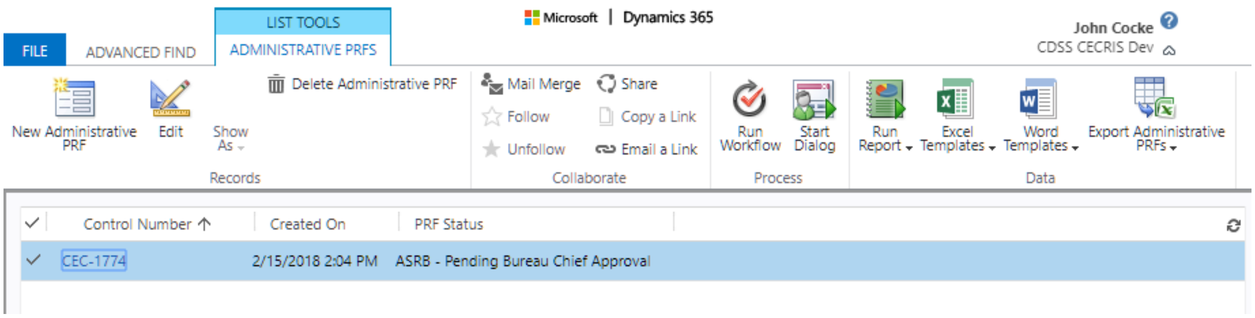


Figure 59. Advanced Find (Results)

10. The results are displayed in a separate tab with options for performing actions on them (Figure 59).

CAVEATS AND EXCEPTIONS

KNOWN ISSUE ERROR MESSAGE

In Dynamics 365, there is a known issue where you may encounter the error below in Figure 60 with the message: “Microsoft Dynamics 365 has encountered an error. Please tell Microsoft about this problem. Microsoft Dynamics 365 has created an error report that you can send to help us improve the product. Microsoft respects the privacy of your personal information”.

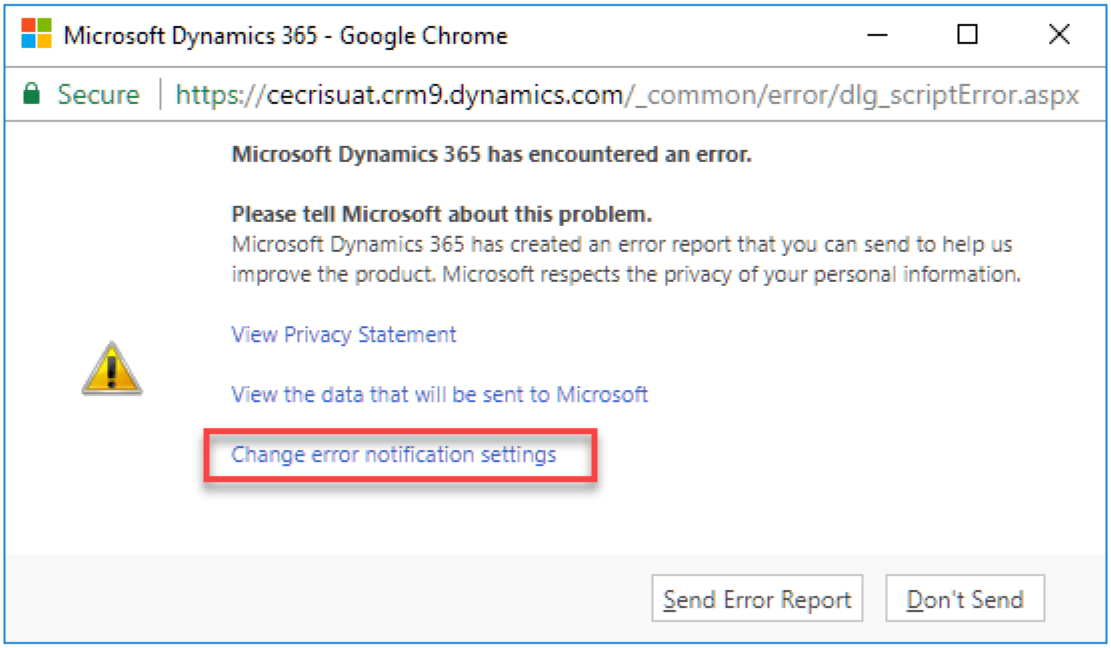


Figure 60. Dynamics 365 Error Message Known Issue

Users can set their preferences on how to handle this message by clicking on the highlighted link in Figure 60 labeled “Change error notification settings”. This will open the user privacy settings where the preference can be set to:

- Ask the user for permission to send an error report to Microsoft
- Automatically send an error report to Microsoft without asking the user for permission
- Never send an error report to Microsoft

The last two options will automatically respond to this message and prevent it from prompting the user each time to choose whether or not to send the error report to Microsoft.

APPENDIX

APPENDIX

NOTIFICATIONS

Table 1. Notification Matrix

#	Trigger/Purpose	Recipient	Header/subject line content	Content of body
1	PRF initiated by Fiscal Policy Analyst, schedule entered; PRF number, title, effective date	**All PRF Users**	PRF # - PRF Title - Update or New (Effective Date: XX/XX/XXXX)	PRF #, title/description/has been: Created ___ Is being modified___ (Name) is the initiating analyst of this PRF. Below is the schedule for this PRF activity: Section 1: Scheduled completion date: Section 2: Scheduled completion date: Section 3: Scheduled completion date: Section 4: Scheduled completion date: Final approval date: (scheduled end date)
2	Input to section complete; notify manager that approval is needed	**Approver,** i.e., manager associated with the analyst(s)	PRF # XX Ready for Manager Review and Approval (Effective Date: XX/XX/XXXX)	(Analyst Name) has completed data entry to Section XX of PRF # XX, title/description. Please conduct your review and provide approval. Following is the link to the PRF requiring your review and approval: (link) A link to the schedule for this PRF follows: (link)

#	Trigger/Purpose	Recipient	Header/subject line content	Content of body
3	Manager has approved section of the PRF; notifying next analyst in flow to begin work	**Team**, i.e. analyst(s) in the next step in the process; their related managers are also copied on notification	PRF # XX , Section X Approved; Ready for Input to Next Section (Effective Date: XX/XX/XXXX)	PRF #, title/description/ Section X has been been approved by (name of approver). The next section of the PRF, (section number and title) is now available for analyst input. A link to the schedule for this PRF follows: (link)
4	PRF user has identified error in prior completed section; email indicating section must be re-opened and edited	**All Users Who Edited or Approved sections of the PRF**	PRF # XX , Section X Requires Correction; Schedule Adjusted (Effective Date: XX/XX/XXXX)	(Name of analyst, manager, bureau chief) has identified a need to make changes to PRF #, title, that is currently in process. Please contact (Name of analyst, manager, bureau chief) for more details, make any needed changes and modify (or ask the initiating Fiscal Policy Analyst to modify) the schedule for this PRF as appropriate.
5	A change has been made to a prior section of the PRF	**All Users Who Edited**	PRF # XX , Section X Corrected; Schedule Adjusted (Effective Date: XX/XX/XXXX)	A change to PRF#, title/description Section X has been made after its initial approval. Please review your respective section of the PRF and make any changes as needed. As a result of this change, the schedule has been modified. Following is a link to the current schedule for this PRF: (link)
6	Section approval is past due per schedule	**Analyst** (Section analyst) **or Team** (whomever is current owner)	PRF #, Title, Section X Past Due	Per the PRF schedule for PRF # X, the section for which you are responsible is now overdue. Please expedite completion of this section for review and approval by your manager.

#	Trigger/Purpose	Recipient	Header/subject line content	Content of body
7	Section approval is past due per schedule	**Approver** (Section manager) if pending approval	PRF #, Title, Section X Past Due	Per the PRF schedule for PRF # X, the section for which you are the approver is overdue. Please work with your analyst to complete your section of the PRF as soon as possible.
8	Section approval is past due per schedule	**Approver** (Section bureau chief) if pending approval	PRF #, Title, Section X Past Due	Per the PRF schedule for PRF # X, the section for which you are the approver is overdue. Please work to complete your section of the PRF as soon as possible.
9	Next to last approval is completed but CFL# field is still blank; notice is resent every day until field is completed.	**Analyst (Fiscal Policy)**	PRF # XX , Title/description Needing CFL #. (Effective Date: XX/XX/XXXX)	All sections of PRF # XX have now been approved. Please enter the associated CFL number into the PRF so that it may be forwarded for final approval. The deadline for this PRF is: (schedule deadline).
10	Approval by final AFSB approver	**All Users Who Edited**	PRF # XX , Title/description is now complete. (Effective Date: XX/XX/XXXX)	PRF # XX, title, has received final approval. Assigned Fiscal Policy Analyst (name), please review and notify the Claim Administrator that changes to the claim can now be started (or change status to "ready to implement")
11	Cancellation of the PRF	**All PRF Users**	PRF # XX , Title/description has been cancelled	PRF # XX , Title/description has been cancelled by (name of FFPB initiating analyst). No further work is needed on this PRF. Include reason/comment input by user who cancelled the PRF

#	Trigger/Purpose	Recipient	Header/subject line content	Content of body
12	Section by Allocations Analyst is complete; PRF available for Estimates Review	**Estimates Analyst**	PRF # XX , Title/description has Allocations data ready for review(Effective Date: XX/XX/XXXX)	Allocations data has been entered or updated for the following PRF: PRF # XX , Title/description and is now ready for review by the Estimates Analyst. Please contact the Allocations Analyst responsible for this section of the PRF if there are questions or suggested edits to the PRF.
13	When the due date of a PRF is overridden with a new due date (i.e., expedited), a notification will be sent to all PRF users involved with that PRF immediately.	**All PRF Users**	HIGH IMPORTANCE: PRF # XX , Title/description due date has been changed	Per the schedule for PRF # X, Title/description, the approval due date has been changed. Please complete your section(s) per the revised schedule (link to revised schedule). If you have any questions, please contact (PRF initiator).
14	Reassigning PRF	**Analyst who got the PRF reassigned to**	PRF # - PRF Title - Reassigned (Effective Date: XX/XX/XXXX)	PRF #, title/description/has been reassigned by (user who reassigned PRF) to you. Please conduct your review and provide approval. Following is the link to the PRF requiring your review and approval: (link) A link to the schedule for this PRF follows: (link)
15	Section is approved	**Bureau Chief** of that section	PRF # XX Ready for Buearu Chief Review and Approval (Effective Date: XX/XX/XXXX)	(Approver Name) has completed approval of Section XX of PRF # XX, title/description. Please conduct your review and provide Bureau Chief approval. Following is the link to the PRF requiring your review and approval: (link) A link to the schedule for

#	Trigger/Purpose	Recipient	Header/subject line content	Content of body
				this PRF follows: (link)
16	Section is approved by Bureau Chief notiying next analyst in the flow to begin work	**Team**, i.e. analyst(s) in the next step in the process; copied to their related managers	PRF # XX , Section X Approved; Ready for Input to Next Section (Effective Date: XX/XX/XXXX)	PRF #, title/description/ Section X has been been approved by (name of approver). The next section of the PRF, (section number and title) is now available for analyst input. A link to the schedule for this PRF follows: (link)
17	Bureau Chief needs to approve their section of the PRF after approving manager	**Bureau Chief** of that section	PRF # XX Ready for Buearu Chief Review and Approval (Effective Date: XX/XX/XXXX)	(Manager Name) has completed their approva to Section XX of PRF # XX, title/description. Please conduct your review and provide approval. Following is the link to the PRF requiring your review and approval: A link to the schedule for this PRF follows: (link)
18	Section approval is past due per schedule	**Approver** (Section Bureau Chief) if pending approval	PRF #, Title, Section X Past Due	Per the PRF schedule for PRF # X, the section for which you are the Bureau Chief is overdue. Please work with your analyst and section manager to complete your section of the PRF as soon as possible.

TABLE OF FIGURES